Appendix A: Results from April/May and September Time Studies

Big Stone County April/May Time Study

Big Stone County Time Survey April 26, 2010 - May 7, 2010

	County Total
Minutes taken for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	0
Sick Leave - Total Daily Minutes	0 300
LSS - Total Daily Minutes VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	135
Lunch Break - Total Daily Minutes	450
Total Minutes	885
Percent of Total Daily Minutes	18.04%
Travel	_
Number of staff traveled to a different county for work today	0
Counties traveled to: Round-trip travel time	0 0
Total Minutes	0
Percent of Total Daily Minutes	0.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	22
Litigant - Counter Time (minutes)	80
Attorney - Number of Customers Attorney - Counter Time (minutes)	9 40
Government Agency - Number of Customers	8
Government Agency - Number of Customers Government Agency - Counter Time (minutes)	45
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	4
Pro Se Help - Counter Time (minutes)	40
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes) Other - Number of Customers	0 20
Other - Number of Customers Other - Counter Time (minutes)	90
Counter Subtotal Total Minutes	295
Counter Subtotal Percent of Total Daily Minutes	6.01%
The total number of minutes and count of individuals assisted on the phone	1
Litigant - Number of Customers	13
Litigant - Phone Time (minutes)	55
Attorney - Number of Customers	24
Attorney - Phone Time (minutes)	70 23
Government Agency - Number of Customers Government Agency - Phone Time (minutes)	70
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	7
Pro Se Help - Phone Time (minutes)	30
Law Library Help - Number of Customers	5
Law Library Help - Phone Time (minutes)	20
Other - Number of Customers Other - Phone Time (minutes)	35 105
Telephone Subtotal Total Minutes	350
Telephone Subtotal Percent of Total Daily Minutes	7.14%
Total Front Office Customer Assistance Minutes	645
Percent of Total Daily Minutes	13.15%
Back Office Staff Time	2700
MNICS Activities Records Management	2700 200
Financial Management	205
Administrative Duties	195
Total Minutes	3300
Percent of Total Daily Minutes	67.28%
Judge Courtroom Support	
Case Calendaring	15
Court Paragiting Duting	0
Court Reporting Duties BOTH Court Reporting Duties and Courtroom Coverage	0 60
BOTH Court Reporting Duties and Courtroom Coverage Preparing Transcripts	0
Total Minutes	75
Percent of Total Daily Minutes	1.53%
Total Daily Minutes	4905

Big Stone County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	6	2	0	4	3	5	0	8	2	6

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 36 0
	swered question skipped question	36 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	66.7%	24
No	33.3%	12
ans	wered question	36
S	kipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Respons e Count
Minutes	11.13	24
	answered question	24
	skipped question	12

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	19.4%	7
Pro Se (Not currently a litigant)	19.4%	7
Collection Agency	0.0%	0
Guardian Ad Litem	2.8%	1
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	25.0%	9
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	8.3%	3
Government Agency Staff	11.1%	4
Other Customer Type:	13.9%	5
Individual wanting information regarding judgments Juvenile (2)		
Newspaper (2)		26
	nswered question	36
	skipped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	33.3%	3
Prosecutor	66.7%	6
Public Defender	0.0%	0
Other Government Agency	0.0%	0
an	swered question	9
	skipped question	27

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Big Stone County Court Services (probation) (3) MN Dept. of Corrections	4
answered question	4
skipped question	32

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	66.7%	2	
Local Police	33.3%	1	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
ans	wered question	3	
Si	kipped question	33	

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	11.1%	4
Check Court Calendar	8.3%	3
File Papers	19.4%	7
Pay Fines	19.4%	7
Set up Payment Plans	5.6%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	2.8%	1
Newspaper & Radio (Check for Court News)	5.6%	2
Pick-up Court Orders or Other Documents	16.7%	6
Review Court Orders or Other Documents	25.0%	9
Seeking General Court Information	13.9%	5
Seeking Directional Information	16.7%	6
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	5.6%	2
In-Custody	0.0%	0
Other (please specify)	11.1%	4
Needed to view DVD in file.		
Subpoenas		
Voluminous amount of subpoenas for homicide trial.		
Needed help with public terminal/search		
a a company of the co	nswered question	36
	skipped question	0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	14.3%	1
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	14.3%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	14.3%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	57.1%	4
Conservatorship documents and criminal documents for several files.		
Custody issues; affidavits on civil files		
Filing inventory for search warrant.		
Various documents to be filed in various different types of files (criminal a probate)		
answe	ered question	7
skip	ped question	29

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	5.6% 94.4%	2 34
	answered question skipped question	36 0

CONTACT BY E-MAIL

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	5	0	0	1	0	0	0	0	1	0

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	7
At the Counter	0.0%	0
By Telephone	0.0%	0
a	nswered question	7
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	14.3% 85.7%	1 6
	answered question	7
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10	1
	answered question	1
	skipped question	6

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	14.3%	1
Collection Agency	0.0%	0
Guardian Ad Litem	14.3%	1
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	57.1%	4
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	14.3%	1
Other Customer Type:	0.0%	0
•	vered question	7
	pped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	25.0%	1
Prosecutor	75.0%	3
Public Defender	0.0%	0
Other Government Agency	0.0%	0
an	swered question	4
	skipped question	3

Please specify the Government Agency you worked with today:							
Answer Options		Response Count					
Family Services		1					
	answered question		1				
	skipped question		6				

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	28.6%	2
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	42.9%	3
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	28.6%	2
In-Custody	0.0%	0
Other (please specify)	0.0%	0
answ	ered question	7
skij	pped question	0

If papers were filed, for what purpose: (select all that apply)							
Answer Options	Response Percent	Response Count					
Request an Arrest Warrant	0.0%	0					
Request a Search Warrant	0.0%	0					
Filing of Criminal Complaint or Citation	0.0%	0					
Filing of OFPs	0.0%	0					
Filing of Harassments	0.0%	0					
Filing of Unlawful Detainers	0.0%	0					
Filing of Dissolutions	0.0%	0					
Filing of Pro-Se Dissolutions	0.0%	0					
Filing of Child Support Matters	0.0%	0					
Filing of Forfeitures	0.0%	0					
Filing of Conciliation Cases	0.0%	0					
Filing of Probate (including wills)	0.0%	0					
Filing of Landlord/Tenant Issues	0.0%	0					
Other (please specify)							
Report for Chips file for upcoming hearing.	100.0%	2					
File documents on civil matter.							
	answered question	on 2					
	skipped question	on 5					

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 7
answe.	red question ped question	7 0

CUSTOMER TYPE: LITIGANT

Please En	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	2	1	0	3	2	3	1	3	4	5

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 29.2% 70.8%	0 7 17
an:	swered question	24
S	kipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	29.2%	7
No	70.8%	17
art	swered question	24
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Count	
Minutes	11.43	7	
	answered question	7	
	skipped question	17	

Business Conducted			
Answer Options	Response Percent	Response Count	
Check Court Records	4.2%	1	
Check Court Calendar	8.3%	2	
File Papers	4.2%	1	
Pay Fines	50.0%	12	
Set up Payment Plans	8.3%	2	
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0	
Refer to DOR if in collection status	0.0%	0	
Judgment Searches	0.0%	0	
Newspaper & Radio (Check for Court News)	0.0%	0	
Pick-up Court Orders or Other Documents	0.0%	0	
Review Court Orders or Other Documents	0.0%	0	
Seeking General Court Information	12.5%	3	
Seeking Directional Information	16.7%	4	
Juror Inquiries	0.0%	0	
CAMPER Inquiries	0.0%	0	
Copy Requests (Plain/Certified)	4.2%	1	
In-Custody	0.0%	0	
Other (please specify)			
Collection payment issues re: reinstatement of d/l			
Checking re: missed court date/warrant	8.3%	2	
answered question 24			
8	skipped question	0	

If papers were filed, for what purpose: (select all that apply)				
Answer Options	Response Percent	Response Count		
Request an Arrest Warrant	0.0%	0		
Request a Search Warrant	0.0%	0		
Filing of Criminal Complaint or Citation	0.0%	0		
Filing of OFPs	100.0%	1		
Filing of Harassments	0.0%	0		
Filing of Unlawful Detainers	0.0%	0		
Filing of Dissolutions	0.0%	0		
Filing of Pro-Se Dissolutions	0.0%	0		
Filing of Child Support Matters	0.0%	0		
Filing of Forfeitures	0.0%	0		
Filing of Conciliation Cases	0.0%	0		
Filing of Probate (including wills)	0.0%	0		
Filing of Landlord/Tenant Issues	0.0%	0		
Other (please specify)	0.0%	0		
ans	wered question	1		
Si	kipped question	23		

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	4.2%	1
No	95.8%	23
ans	wered question	24
S	kipped question	0

CUSTOMER TYPE: PRO SE

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	0	1	0	0	3	2	1	7	7	2

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	4.3% 30.4% 65.2%	1 7 15
a a	nswered question skipped question	23 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	43.5%	10
No	56.5%	13
	answered question	23
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.50	10
	answered question	10
	skipped question	13

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	17.4%	4
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.3%	1
Review Court Orders or Other Documents	13.0%	3
Seeking General Court Information	47.8%	11
Seeking Directional Information	47.8%	11
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	13.0%	3
In-Custody	0.0%	0
Other (please specify)		
Seeking certified copy of old dissolution file (not in computer) copies and paying by credit card. Needed help with public terminal/search	8.7%	2
	answered question	23
	skipped question	0

If papers were fi	iled for what i	nurnose: (s	select all t	hat annly)
II papers were ii	ilou, ioi milat	pui poso. V		iilat appiy,

Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	answered question	0
	skipped question	23

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	23
	answered question	23
	skipped question	0

CONTACT BY TELEPHONE

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	10	8	0	9	6	7	4	11	13	9

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 77
é	answered question skipped question	77 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	29.9% 70.1%	23 54
	answered question	77
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.36	22
	answered question	22
	skipped question	55

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	22.7%	17
Pro Se (Not currently a litigant)	20.0%	15
Collection Agency	0.0%	0
Guardian Ad Litem	2.7%	2
Juror	2.7%	2
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	36.0%	27
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	8.0%	6
Government Agency Staff	8.0%	6
Other Customer Type:	0.0%	0
	answered question	75
	skipped question	2

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	55.6%	15
Prosecutor	40.7%	11
Public Defender	3.7%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	answered question	27
	skipped question	50

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Big Stone County Family Services (3) Probation (3)	6
answered question	6
skipped question	71

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	100.0%	6	
Local Police	0.0%	0	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
	answered question	6	
	skipped question	71	

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	22.7%	17
Check Court Calendar	16.0%	12
File Papers	0.0%	0
Pay Fines	9.3%	7
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	12.0%	9
Seeking General Court Information	22.7%	17
Seeking Directional Information	26.7%	20
Juror Inquiries	2.7%	2
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	2.7%	2
In-Custody	0.0%	0
Other (please specify)		
DARE Program		
More information gathering re: DARE program		
Scheduling (3)		
Collection payment issues re: reinstatement of d/l	12.0%	9
Follow-up on warrant.		
Checking re: missed court date/warrant		
Seeking certified copy of old dissolution file (not in computer)		
·	swered question	75
S	kipped question	2

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
answered question	0
skinned question	77

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
Y T	answered question	0
	skipped question	77

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 75
	answered question skipped question	75 2

Chippewa County April/May Time Study

Chippewa County Time Survey April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	1020
Sick Leave - Total Daily Minutes	195
LSS - Total Daily Minutes	1080
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	0
Lunch Break - Total Daily Minutes Total Minutes	2015
Percent of Total Daily Minutes	4310 21.45%
Travel	21.45%
Number of staff who traveled to a different county for work today	0
Counties traveled to:	0
Round Trip Travel Time	200
Total Minutes	200
Percent of Total Daily Minutes	1.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	•
Litigant - Number of Customers	147
Litigant - Counter Time (minutes)	540
Attorney - Number of Customers	48
Attorney - Counter Time (minutes)	95
Government Agency - Number of Customers	27
Government Agency - Counter Time (minutes)	65
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0 29
Pro Se Help - Number of Customers Pro Se Help - Counter Time (minutes)	29 170
Law Library Help - Number of Customers	0
Law Library Help - Number of Customers Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	11
Other - Counter Time (minutes)	55
Counter Subtotal Total Minutes	925
Counter Subtotal Percent of Total Daily Minutes	4.60%
The total number of minutes and count of individuals assisted on the pho	ne
Litigant - Number of Customers	196
Litigant - Phone Time (minutes)	685
Attorney - Number of Customers	74
Attorney - Phone Time (minutes)	295
Government Agency - Number of Customers	41
Government Agency - Phone Time (minutes)	165
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	23
Pro Se Help - Phone Time (minutes)	85 0
Law Library Help - Number of Customers Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	107
Other - Phone Time (minutes)	260
Telephone Subtotal Total Minutes	1490
Telephone Subtotal Percent of Total Daily Minutes	7.42%
Total Front Office Customer Assistance Minutes	2415
Percent of Total Daily Minutes	12.02%
Back Office Staff Time	
MNICS Activities	5870
Records Management	3565
Financial Management	745
Administrative Duties	2325
Total Front Office Customer Assistance Minutes	12505
Percent of Total Daily Minutes	62.24%
Judge/Courtroom Support	265
Case Calendaring	265
Court Paractics Duties	50
Court Reporting Duties	0
BOTH Court Reporting Duties and Courtroom Coverage	345 0
Preparing Transcripts Total Minutes	0 660
Percent of Total Daily Minutes	3.29%
Total Daily Minutes	20090

Chippewa County September Time Study

CONTACT BY COUNTER

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	9	0	0	0	0	0	0	5	3

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 17 0
a a constant of the constant o	answered question skipped question	17 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	47.1%	8
No	52.9%	9
answ	rered question	17
ski	pped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.50	8
	answered question	8
	skipped question	9

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	23.5%	4
Pro Se (Not currently a litigant)	29.4%	5
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	5.9%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	17.6%	3
Government Agency Staff	0.0%	0
Other Customer Type:	23.5%	4
Chkg on possible room availability for depositions		
P.A. Legal Assistant		
Person appeared to use our ITV equipment (2)		
	answered question	17
	skipped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	1
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	answered question	1
	skipped question	16

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	66.7%	2	
Local Police	33.3%	1	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
	answered question	3	
	skipped question	14	

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	11.8%	2
File Papers	35.3%	6
Pay Fines	5.9%	1
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	5.9%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	17.6%	3
Seeking Directional Information	11.8%	2
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.9%	1
Other (please specify)	23.5%	4
Ckg on room availability for depositions		
Person appeared to use our ITV equipment (2)		
signing subpeonas		
	answered question	17
	skipped question	0

If papers were filed, for what purpose: (select all that apply	/)	
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	16.7%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	16.7%	1
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	16.7%	1
Filing of Probate (including wills)	16.7%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	33.3%	2
Pro Se Child Custody & Parenting Time		
Commitment papers		
	answered question	6
	skipped question	11

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	44.4%	4
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	11.1%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	44.4%	4
filed traffic tickets		
Ex Parte IFP Motion		
Filing of IFP paperwork		
Probation Agreements, Chemical Use, etal		
	answered question	9
	skipped question	14

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	5.9%	1
No	94.1%	16
	answered question	17
	skipped question	0

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	11	0	0	0	0	0	0	5	7

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	23 0 0
	swered question kipped question	23 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	22.7% 77.3%	5 17
an:	swered question	22

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.00	5
ans	wered question	5
Si	kipped question	18

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	4.3%	1
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	4.3%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	4.3%	1
Government Agency Staff	47.8%	11
Other Customer Type:	39.1%	9
Corrections (2)		
Court Interpreter (2)		
Court staff in Redwood County		
Examiner		
Probation (3)		
	answered question	23
	skipped question	0

Please specify the Attorney you worked with today:								
Answer Options	Response Percent	Response Count						
Private	0.0%	0						
Prosecutor	0.0%	0						
Public Defender	100.0%	1						
Other Government Agency (Please Enter the Name of agency):	0.0%	0						
	answered question	1						
	skipped question	22						

Please specify the Government Agency you worked with today:								
Answer Options	Response Count							
7th District Crt Adm 8th District Court Adm Chippewa County Crt Adm (5) OET (1) Yellow Medicine Crt Adm	11							
answered question	11							
skipped question	12							

Please specify the type of Law Enforcement Officer you worked with today:							
Answer Options	Response Percent	Response Count					
Sheriff	100.0%	1					
Local Police	0.0%	0					
MN Highway Patrol	0.0%	0					
Other (please specify)	0.0%	0					
	answered question	1					
	skipped question	22					

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	34.8%	8
Check Court Calendar	47.8%	11
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	4.3%	1
Seeking General Court Information	4.3%	1
Seeking Directional Information	4.3%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	4.3%	1
Other (please specify)	26.1%	6
Confirmation/Schedule ITV Session (4)		
Courtroom Equipment		
Flu Season		
	answered question	23
	skipped question	0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 23
	answered question	23
	skipped question	0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	3	0	0	0	0	0	0	1	5

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	11.1% 44.4% 44.4%	1 4 4
a	nswered question skipped question	9

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	44.4%	4
No	55.6%	5
ansv	vered question	9
ski	pped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	13.75	4
	answered question	4
	skipped question	5

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	22.2%	2
Check Court Calendar	11.1%	1
File Papers	22.2%	2
Pay Fines	22.2%	2
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	22.2%	2
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	0.0%	0
a	nswered question	9
	skipped question	0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	50.0%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	50.0%	1
Pro Se Child Custody & Parenting Time		
	answered question	2
	skipped question	7

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	9
	answered question	9
	skipped question	0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	5	0	0	0	0	0	0	6	5

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	31.3%	5
By Telephone	68.8%	11
ans	wered question	16
SI	kipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	43.8%	7
No	56.3%	9
ans	wered question	16
Sk	kipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.00	7
	answered question	7
	skipped question	9

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	12.5%	2
Check Court Calendar	12.5%	2
File Papers	12.5%	2
Pay Fines	0.0%	0
Set up Payment Plans	6.3%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	6.3%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	62.5%	10
Seeking Directional Information	6.3%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	0.0%	0
	answered question	16
	skipped question	0

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	50.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	50.0%	1
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	answered question	2
	skipped question	14

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	16
	answered question	16
	skipped question	0

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	20	0	0	0	0	0	0	15	17

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	52
	answered question	52
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	50.0%	26
No	50.0%	26
а	nswered question	52
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.04	25
ans	swered question	25
s	kipped question	27

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type: Court Reporter Examiner Golden Living Center regarding commitment person Private Citizen trying to help out a friend Probation Victim of a crime Victim/Witness Coordinator	7.8% 21.6% 0.0% 0.0% 0.0% 33.3% 9.8% 13.7% 13.7%	4 11 0 0 0 0 17 5 7
	wered question kipped question	51 1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	47.1%	8
Prosecutor	29.4%	5
Public Defender	23.5%	4
Other Government Agency (Please Enter the Name of agency):	0.0%	0
i i i i i i i i i i i i i i i i i i i	enswered question	17
	skipped question	35

Please specify the Government Agency you worked w	ith today:
Answer Options	Response Count
Attorney General's Office Chippewa County Court Administrator Department of Public Safety (2) FBI Kandiyohi Court Administrator Yellow Medicine County Court Staff	7
an	swered question 7
	skipped question 45

Please specify the type of Law Enforcement Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff	100.0%	5		
Local Police	0.0%	0		
MN Highway Patrol	0.0%	0		
Other (please specify)	0.0%	0		
ari	swered question	5		
	skipped question	47		

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	39.2%	20
Check Court Calendar	37.3%	19
File Papers	5.9%	3
Pay Fines	2.0%	1
Set up Payment Plans	2.0%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	17.6%	9
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.9%	3
Other (please specify)	15.7%	8
Checking on Judge Availability for Search Warrant		
Commitment proceeding		
court appointed for commitment proceeding		
questions, answers, regarding commitment		
Regarding Hearing which was on the calendar		
service of commitment papers		
Service of paperwork		
Transportation of Person for Court		
art	swered question	51
	skipped question	1

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	50.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	50.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
a	nswered question	2
	skipped question	50

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	51
ž.	answered question	51
	skipped question	1

Grant County April/May Time Study

Grant County Time Study April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	1080
Sick Leave - Total Daily Minutes	0 600
LSS - Total Daily Minutes VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	435
Lunch Break - Total Daily Minutes	435
Total Minutes	2550
Percent of Total Daily Minutes	23.83%
Travel	
Numebr of staff traveled to a different county for work today.	
Counties traveled to:	
Round Trip Travel Time	90
Total Minutes Percent of Total Daily Minutes	90 0.84%
Front Office Customer Assistance	0.84%
The total number of minutes and count of individuals assisted at the counter	
Litigant - Number of Customers	43
Litigant - Counter Time (minutes)	200
Attorney - Number of Customers	27
Attorney - Counter Time (minutes)	95
Government Agency - Number of Customers	33
Government Agency - Counter Time (minutes)	145
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	13
Pro Se Help - Counter Time (minutes)	100
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0 5
Other - Number of Customers Other - Counter Time (minutes)	30
Counter Subtotal Total Minutes	570
Counter Subtotal Percent of Total Daily Minutes	5.33%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	55
Litigant - Phone Time (minutes)	245
Attorney - Number of Customers	41
Attorney - Phone Time (minutes)	180
Government Agency - Number of Customers	34
Government Agency - Phone Time (minutes)	150
Collection Agency - Number of Customers	1
Collection Agency - Phone Time (minutes)	5
Pro Se Help - Number of Customers	6 50
Pro Se Help - Phone Time (minutes) Law Library Help - Number of Customers	0
Law Library Help - Number of Customers Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	24
Other - Phone Time (minutes)	130
Telephone Subtotal Total Minutes	
Telephone Subtotal Percent of Total Daily Minutes	760
	760 7.10%
Total Front Office Customer Assistance Minutes	
Percent of Total Daily Minutes	7.10%
Percent of Total Daily Minutes Back Office Staff Time	7.10% 1330 12.43%
Back Office Staff Time MNICS Activities	7.10% 1330 12.43% 2750
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management	7.10% 1330 12.43% 2750 2380
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management	7.10% 1330 12.43% 2750 2380 395
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties	7.10% 1330 12.43% 2750 2380 395 685
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes	7.10% 1330 12.43% 2750 2380 395 685 6210
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes	7.10% 1330 12.43% 2750 2380 395 685
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support	7.10% 1330 12.43% 2750 2380 395 685 6210 58.04%
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support Case Calendaring	7.10% 1330 12.43% 2750 2380 395 685 6210
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support Case Calendaring Courtroom Coverage	7.10% 1330 12.43% 2750 2380 395 685 6210 58.04%
Total Front Office Customer Assistance Minutes Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support Case Calendaring Courtroom Coverage Court Reporting Duties BOTH Court Reporting Duties and Courtroom Coverage	7.10% 1330 12.43% 2750 2380 395 685 6210 58.04%
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support Case Calendaring Courtroom Coverage Court Reporting Duties BOTH Court Reporting Duties and Courtroom Coverage	7.10% 1330 12.43% 2750 2380 395 685 6210 58.04%
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support Case Calendaring Courtroom Coverage Court Reporting Duties	7.10% 1330 12.43% 2750 2380 395 685 6210 58.04% 165 10 85 260
Percent of Total Daily Minutes Back Office Staff Time MNICS Activities Records Management Financial Management Administrative Duties Total Minutes Percent of Total Daily Minutes Judge/Courtroom Support Case Calendaring Courtroom Coverage Court Reporting Duties BOTH Court Reporting Duties and Courtroom Coverage Preparing Transcripts	7.10% 1330 12.43% 2750 2380 395 685 6210 58.04% 165 10 85 260 0

Grant County September Time Study

CONTACT BY FRONT COUNTER

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	0	5	4	0	3	0	0	2	0	2

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 16 0
a a constant of the constant o	nnswered question skipped question	16 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	56.3%	9
No	43.8%	7
	answered question	16
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.22	9
	answered question	9
	skipped question	7

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	37.5%	6
Pro Se (Not currently a litigant)	12.5%	2
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	31.3%	5
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	12.5%	2
Other Customer Type: General Public	6.3%	1
	answered question	16
	skipped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	20.0%	1
Prosecutor	60.0%	3
Public Defender	20.0%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	answered question	5
	skipped question	11

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Child Support Probation	2
answered question	2
skipped question	14

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	0.0%	0	
Local Police	0.0%	0	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
	answered question	0	
	skipped question	16	

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.				
Answer Options	Response Percent	Response Count		
Check Court Records	31.3%	5		
Check Court Calendar	0.0%	0		
File Papers	25.0%	4		
Pay Fines	6.3%	1		
Set up Payment Plans	0.0%	0		
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0		
Refer to DOR if in collection status	0.0%	0		
Judgment Searches	0.0%	0		
Newspaper & Radio (Check for Court News)	0.0%	0		
Pick-up Court Orders or Other Documents	43.8%	7		
Review Court Orders or Other Documents	25.0%	4		
Seeking General Court Information	18.8%	3		
Seeking Directional Information	25.0%	4		
Juror Inquiries	0.0%	0		
CAMPER Inquiries	0.0%	0		
Copy Requests (Plain/Certified)	6.3%	1		
In-Custody	0.0%	0		
Other (please specify)	18.8%	3		
complain about system/atty/etc				
request change to COR				
assistance to operate pro se computer				
	answered question	16		

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	25.0%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	25.0%	1
Other (please specify)	75.0%	3
"Verified Petition for Possession of Residential		
Rental Property Following Unlawful removal of Exclusion"		
Dismissal		
civil transcript judgments		
	answered question	4
	skipped question	12

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	6.3% 93.8%	1 15
	answered question skipped question	16 0

CONTACT BY E-MAIL

Please Enter	r Date									
Answer Options	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	0	1	5	0	0	0	0	3	0	1

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	10 0 0
	answered question skipped question	10 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	10.0%	1
No	90.0%	9
	answered question	10
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10	1
	answered question	1
	skipped question	9

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	30.0%	3
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	10.0%	1
Other Customer Type:		
Court Reporter	60.0%	6
Judge (5)		
	answered question skipped question	10

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	3
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	answered question	3
	skipped question	7

Please specify the Government Agency you worked with tod	ay:		
Answer Options		Response Count	
Other County Court Administrator		1	
	answered question		1
	skipped question		9

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	0.0%	0	
Local Police	0.0%	0	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
	answered question	0	
	skipped question	10	

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	10.0%	1
Check Court Calendar	0.0%	0
File Papers	10.0%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	20.0%	2
Seeking General Court Information	0.0%	0
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)		
Survey		
follow-up/verify info on court file		
follow-up on scheduling request (3)	80.0%	8
Give court direction from Judge		
follow-up and direction re CHIPS matter		
warrant status change		
	answered question skipped question	

If papers were filed, for what purpose: (select all that apply)							
Answer Options	Response Percent	Response Count					
Request an Arrest Warrant	0.0%	0					
Request a Search Warrant	0.0%	0					
Filing of Criminal Complaint or Citation	0.0%	0					
Filing of OFPs	0.0%	0					
Filing of Harassments	0.0%	0					
Filing of Unlawful Detainers	0.0%	0					
Filing of Dissolutions	0.0%	0					
Filing of Pro-Se Dissolutions	0.0%	0					
Filing of Child Support Matters	0.0%	0					
Filing of Forfeitures	0.0%	0					
Filing of Conciliation Cases	0.0%	0					
Filing of Probate (including wills)	0.0%	0					
Filing of Landlord/Tenant Issues	0.0%	0					
Other (please specify)							
Proposed CHIPS order	100.0%	1					
	answered question	1					
	skipped question	9					

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	50.0% 50.0%	5 5
	answered question skipped question	10 0

CUSTOMER TYPE: LITIGANT

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	0	9	7	0	3	0	0	3	0	6

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 21.4% 78.6%	0 6 22
a	nswered question	28
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	46.4%	13
No	53.6%	15
	answered question	28
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.77	13
	answered question	13
	skipped question	15

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Sciected.		
Answer Options	Response Percent	Response Count
Check Court Records	46.4%	13
Check Court Calendar	3.6%	1
File Papers	3.6%	1
Pay Fines	14.3%	4
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	7.1%	2
Review Court Orders or Other Documents	14.3%	4
Seeking General Court Information	25.0%	7
Seeking Directional Information	25.0%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	28.6%	8
restitution questions re: hearing, order and judgment		
complain about system/atty/etc (3)		
seeking public defender info.		
request court date/give explanation/get info		
wanting bail money back		
request change to COR		
ä	nswered question	28
	skipped question	0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues Other (please specify)	0.0%	0
civil transcript judgments	100.0%	1
	answered question	1
	skipped question	28

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 27
	answered question skipped question	27 1

CUSTOMER TYPE: PRO SE

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	0	2	0	0	0	0	0	2	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	50.0%	2
By Telephone	50.0%	2
a	nswered question	4
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	50.0% 50.0%	2 2
	answered question	4
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	15.00	2
	answered question	2
	skipped question	2

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	25.0%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	25.0%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	25.0%	1
Review Court Orders or Other Documents	25.0%	1
Seeking General Court Information	75.0%	3
Seeking Directional Information	50.0%	2
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)		
assistance to operate pro se computer	25.0%	1
	answered question	4
	skipped question	0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	100.0%	1
Other (please specify) Verified Petition for Possession of Residential Rental Property Following Unlawful removal of Exclusion	100.0%	1
	answered question	1
	skipped question	3

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	25.0%	1
No	75.0%	3
	answered question	4
	skipped question	0

CONTACT BY TELEPHONE

Please Ente	r Date									
Answer Options	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	0	18	14	0	4	0	0	8	0	11

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 55
a	nswered question	55
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	29.1%	16
No	70.9%	39
	answered question	55
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.63	16
	answered question	16
	skipped question	46

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	40.0%	22
Pro Se (Not currently a litigant)	3.6%	2
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	47.3%	26
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	1.8%	1
Government Agency Staff	3.6%	2
Other Customer Type: Judge local newspaper	3.6%	2
local newspaper	answered question skipped question	55 0

Please specify the Attorney you worked with today:			
Answer Options	Response Percent	Response Count	
Private	50.0%	13	
Prosecutor	11.5%	3	
Public Defender	38.5%	10	
Other Government Agency (Please Enter the Name of agency):	0.0%	0	
	answered question	26	
	skipped question	29	

Please specify the Government Agency you worked with today	<i>/</i> :
Answer Options	Response Count
Social Services	2
answered questi	on 2
skipped questi	<i>fon</i> 53

Please specify the type of Law Enforcement Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff	100.0%	1		
Local Police	0.0%	0		
MN Highway Patrol	0.0%	0		
Other (please specify)	0.0%	0		
	answered question	1		
	skipped question	54		

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is
selected.

Answer Options	Response Percent	Response Count
Check Court Records	29.1%	16
Check Court Calendar	5.5%	3
File Papers	0.0%	0
Pay Fines	5.5%	3
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	1.8%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	16.4%	9
Seeking General Court Information	23.6%	13
Seeking Directional Information	21.8%	12
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.6%	2
In-Custody	0.0%	0
Other (please specify)	43.6%	24
follow-up on CHIPS file and Court Appointment status restitution questions (2)		
complain/request new attorney (2)		
seeking public defender info.		
request court date/give explanation/get info		
digging out old file		
Status requests (6)		
wanting bail money back		
Direction from Judge re info request		
re file assignment		
Scheduling (6)		
questions re: transportation of dfd		
quodiono ro. autoportution of aid		
aı	nswered question	55
	skipped question	0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 53
	answered question skipped question	53 2

Kandiyohi County April/May Time Study

Kandiyohi County Time Survey April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	,
Vacation Time - Total Daily Minutes	1215
Sick Leave - Total Daily Minutes	1955
LSS - Total Daily Minutes	2070
VUSSL - Total Daily Minutes	1560
Total of AM/PM Breaks - Total Daily Minutes	3780
Lunch Break - Total Daily Minutes	3780
Total Minutes	14360
Percent of Total Daily Minutes	21.68%
Travel	•
Number of staff traveled to a different county for work today	0
Counties traveled to: Round Trip Travel Time	0
Total Minutes	0
Percent of Total Daily Minutes	0.00%
Front Office Customer Assistance	0.0076
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	512
Litigant - Counter Time (minutes)	2205
Attorney - Number of Customers	56
Attorney - Counter Time (minutes)	245
Government Agency - Number of Customers	154
Government Agency - Counter Time (minutes)	445
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	121
Pro Se Help - Counter Time (minutes)	520
Law Library Help - Number of Customers	1
Law Library Help - Counter Time (minutes)	5 77
Other - Number of Customers Other - Counter Time (minutes)	385
Counter Subtotal Total Minutes	3805
Counter Subtotal Percent of Total Daily Minutes	5.74%
The total number of minutes and count of individuals assisted on the phone	3.7 470
Litigant - Number of Customers	534
Litigant - Phone Time (minutes)	2045
Attorney - Number of Customers	256
Attorney - Phone Time (minutes)	1175
Government Agency - Number of Customers	82
Government Agency - Phone Time (minutes)	410
Collection Agency - Number of Customers	8
Collection Agency - Phone Time (minutes)	40
Pro Se Help - Number of Customers	72
Pro Se Help - Phone Time (minutes)	330
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers Other - Phone Time (minutes)	133 610
Telephone Subtotal Total Minutes	610 4610
Telephone Subtotal Percent of Total Daily Minutes	6.96%
reseptione dubtotal referre of rotal bully lyllitutes	0.50/0
Total Front Office Customer Assistance Minutes	8415
Percent of Total Daily Minutes	12.70%
Back Office Staff Time	
MNICS Activities	18065
Records Management	7650
Financial Management	5015
Administrative Duties	6620
Total Minutes	37350
Percent of Total Daily Minutes	56.39%
Judge/Courtroom Support	
Case Calendaring	1750
Courtroom Coverage	3515
Court Reporting Duties	620
BOTH Court Reporting Duties and Courtroom Coverage	225
Preparing Transcripts Total Minutes	6110
Total Minutes Percent of Total Daily Minutes	6110 9.22%
Total Daily Minutes	66235
Total Party Hilliates	00233

Please note: NCSC asked court employees working in the clerk's office to individually record each interaction with a court customer during the work day only on days when court was NOT scheduled. Kandiyohi County had court scheduled everyday during the time study period and therefore no entries were recorded for the September Time Study.

Lac Qui Parle County April/May Time Study

Lac Qui Parle Time Survey April 26, 2010 - May 7, 2010

Vacation Time - Total Daily Minutes 0 LSS - Total Daily Minutes 0 VUSS1 - Total Daily Minutes 0 Total of AM/PM Breaks - Total Daily Minutes 280 Lunch Break - Total Daily Minutes 500 Total of Many Breaks - Total Daily Minutes 500 Total Minutes 3125 Percent of Total Daily Minutes 28.40% Travel 0 Did you travel to a different county for work today? 2 Counties traveled to: 0 Round Trip Travel Time 165 Percent of Total Daily Minutes 165 Front Office Customer Assistance 165 Front Office Customer Assistance 1 The total number of flustomers 24 Litigant - Counter Time (minutes) 255 Ktorney - Counter Time (minutes) 255 Attorney - Number of Customers 16 Attorney - Counter Time (minutes) 130 Government Agency - Number of Customers 0 Collection Agency - Number of Customers 0 Collection Agency - Number of Customers 0		County Total
Sick Leave - Total Daily Minutes 10	Minutes taken today for vacation, sick leave, furlough and breaks.	
LSS - Total Daily Minutes 635 VOXSL - Total Daily Minutes 0 Total of AM/PM Breaks - Total Daily Minutes 280 Lunch Break - Total Daily Minutes 500 Total Almutes 3125 Percent of Total Daily Minutes 28.40% Travel Virial Minutes Did you travel to a different county for work today? 2 Counties traveled to: 0 Round Trip Travel Time 165 Percent of Total Daily Minutes 165 Front Office Customer Assistance 150% Front Office Customer Assistance 150% Front Office Customer Assistance 24 Litigant - Number of Customers 12 Litigant - Number of Customers 12 Litigant - Sunter Time (minutes) 265 Attorney - Number of Customers 13 Collection Agency - Number of Customers 13 Collection Agency - Sunter Time (minutes) 18 Collection Agency - Counter Time (minutes) 1 Collection Agency - Counter Time (minutes) 1 Law Ubrary Help - Number of Customers 0	Vacation Time - Total Daily Minutes	1710
VUSSL- Total Daily Minutes 0 Total of MM/PM Breaks - Total Daily Minutes 280 Lunch Break - Total Daily Minutes 500 Total Minutes 3125 Percent of Total Daily Minutes 2.40% Travel 2 Counties traveled to: 0 Round Trip Travel Time 165 Total Minutes 165 Percent of Total Daily Minutes 165 Front Office Customer Assistance 1.50% The total number of minutes and count of individuals seen at the counter Utigant - Number of Customers 24 Litigant - Counter Time (minutes) 265 Attorney - Number of Customers 16 Attorney - Counter Time (minutes) 130 Government Agency - Number of Customers 0 Collection Agency - Counter Time (minutes) 1 Collection Agency - Counter Time (minutes) 0 Collection Agency - Number of Customers 0 Collectio	•	
Total of AM/PM Breaks - Total Daily Minutes Lunch Break - Total Daily Minutes 28.40% Total Minutes 28.40% Travel Did you travel to a different county for work today? 2 Counties traveled to: 0 Counties traveled to: 1 Counties traveled to: 1 Counties traveled to: 1 Counties traveled to: 2 Counties traveled to: 3 Counties traveled to: 4 Counties traveled to: 5 Counties traveled to: 5 Counties traveled to: 6 Counties traveled to: 9 Counties traveled to: 1 Counti	·	
Lunch Break - Total Daily Minutes 3125	•	
Total Minutes 28.40% Travel 28.40% Did you travel to a different county for work today? 2 Counties traveled to: 0 Round Trip Travel Time 165 Total Minutes 1.55% Ferront Office Customer Assistance 1.50% The total number of minutes and count of individuals seen at the counter 24 Liligant - Number of Customers 265 Attorney - Number of Customers 16 Attorney - Number of Customers 30 Government Agency - Number of Customers 30 Government Agency - Counter Time (minutes) 180 Collection Agency - Counter Time (minutes) 0 Collection Agency - Counter Time (minutes) 110 Law Library Help - Number of Customers 9 Pro Se Help - Number of Customers 0 Law Library Help - Number of Customers 110 Law Library Help - Number of Customers 17 Other - Number of Customers 17 Other - Number of Customers 17 Other - Number of Customers 17 Counter Subtotal Minutes <	·	
Percent of Total Daily Minutes Travel Did you travel to a different county for work today? Counties traveled to: Counties traveled to: Counties traveled to: Counties traveled to: 165 Total Minutes 165 Percent of Total Daily Minutes 1.50% Front Office Customer Assistance The total number of minutes and count of individuals seen at the counter Utigant - Number of Customers 10tigant - Counter Time (minutes) 10covernment Agency - Number of Customers 11do Attorney - Number of Customers 11do Covernment Agency - Sounter Time (minutes) 11do Covernment Agency - Sounter Time (minutes) 11do Covernment Agency - Number of Customers 11do Counter Time (minutes) 11do Covernment Agency - Number of Customers 11do Covernment Agency - Number of Customers 11do Aub Urary Help - Counter Time (minutes) 11do Aub Urary Help - Number of Customers 11do Aub Counter Subtolal Total Minutes 12do Autorney - Number of Customers		
Travel Did you travel to a different county for work today? Counties traveled to: Round Trip Travel Time 165 Forcatal Minutes 155 Fercent of Total Daily Minutes The total number of minutes and count of individuals seen at the counter Litigant - Number of Customers 116 Attorney - Number of Customers 117 Covernment Agency - Number of Customers 118 Collection Agency - Number of Customers 119 Collection Agency - Counter Time (minutes) 120 Collection Agency - Counter Time (minutes) 130 Collection Agency - Counter Time (minutes) 140 Collection Agency - Counter Time (minutes) 150 Collection Agency - Counter Time (minutes) 160 Collection Agency - Counter Time (minutes) 170 Collection Agency - Counter Time (minutes) 180 Collection Agency - Counter Time (minutes) 190 Collection Agency - Counter Time (minutes) 100 Collection Agency - Number of Customers 100 Counter Subtotal Total Minutes 101 Counter Subtotal Precent of Total Daily Minutes 101 Counter Subtotal Precent of Total Daily Minutes 102 Counter Subtotal Precent of Total Daily Minutes 103 Covernment Agency - Phone Time (minutes) 104 Collection Agency - Number of Customers 107 Covernment Agency - Phone Time (minutes) 108 Covernment Agency - Phone Time (minutes) 109 Covernment Agency - Phone Time (minutes) 100 Covernment Agency - Phone Time (minutes) 101 Covernment Agency - Phone Time (minutes) 102 Collection Agency - Phone Time (minutes) 101 Covernment Agency - Phone Time (minutes) 102 Covernment Agency - Phone Time (minutes) 103 Covernment Agency - Phone Time (minutes) 104 Collection Agency - Phone Time (minutes) 105 Covernment Agency - Phone Time (minutes) 106 Covernment Agency - Phone Time (minutes) 107 Covernment Agency - Phone Time (minutes)		
Did you travel to a different county for work today? Counties traveled to: Round Trip Travel Time 165 Total Minutes 155 Percent of Total Daily Minutes 1.50% Front Office Customer Assistance Utigant - Number of Customers 1.50% Front Office Customer Assistance Utigant - Number of Customers 1.66 Attorney - Number of Customers 1.66 Attorney - Counter Time (minutes) 1.70 Covernment Agency - Number of Customers 1.70 Collection Agency - Number of Customers 1.71 Collection Agency - Number of Customers 1.72 Collection Agency - Number of Customers 1.73 Collection Agency - Number of Customers 1.74 Counter Subtotal Total Minutes 1.75 Counter Subtotal Total Minutes 1.75 Counter Subtotal Total Minutes 1.76 Counter Subtotal Total Minutes 1.77 Attorney - Number of Customers 1.78 Attorney - Number of Customers 1.78 Attorney - Phone Time (minutes) 1.79 Attorney - Phone Time (minutes) 1.70 Collection Agency - Number of Customers 1.75 Covernment Agency - Number of Customers 1.77 Covernment Agency - Number of Customers 1.78 Covernment Agency - Number of Custome		20.40/0
Counties traveled to: Round Trip Travel Time 165 Total Minutes 165 Total Minutes 165 Total Minutes 165 Total Minutes 165 Total Daily Minutes 165 Total Oally Minutes 166 The total number of Minutes and count of individuals seen at the counter Ultigant - Number of Customers 16 Attorney - Number of Customers 16 Attorney - Number of Customers 16 Attorney - Number of Customers 17 Covernment Agency - Number of Customers 18 Covernment Agency - Number of Customers 19 Collection Agency - Counter Time (minutes) 10 Collection Agency - Counter Time (minutes) 110 Collection Agency - Counter Time (minutes) 110 Culter Outlier Minutes 110 Culter Outlier Minutes 111 Culter Outlier Minutes 111 Culter Outlier Minutes 112 Culter Outlier Minutes 115 Counter Subtoal Total Minutes 116 Counter Subtoal Total Minutes 117 Counter Subtoal Percent of Total Daily Minutes 118 Counter Subtoal Percent of Total Daily Minutes 119 Attorney - Number of Customers 110 Counter Subtoal Percent of Total Daily Minutes 115 Counter Subtoal Percent of Total Daily Minutes 115 Counter Subtoal Percent of Total Daily Minutes 116 Counter Subtoal Percent of Total Daily Minutes 117 Counter Subtoal Percent of Total Daily Minutes 118 Counter Subtoal Percent of Total Daily Minutes 119 Counter Subtoal Percent of Total Daily Minutes 119 Covernment Agency - Number of Customers 110 Counter Subtoal Percent of Total Daily Minutes 110 Covernment Agency - Number of Customers 110 Covernment Agency - Number of Cust		2
Round Trip Travel Time 165 Percent of Total Daily Minutes 1.50% Front Office Customer Assistance The total number of minutes and count of individuals seen at the counter Utigant - Number of Customers 24 Utigant - Counter Time (minutes) 265 Attorney - Number of Customers 110 Covernment Agency - Number of Customers 30 Government Agency - Number of Customers 30 Covernment Agency - Number of Customers 40 Collection Agency - Number of Customers 40 Counter Subtotal Total Minutes 40 Collection Agency - Number of Customers 40 Collection Agency - Number of Customers 40 Collection Agency - Number of Customers 50 Collection Agency - Number of Customers 61 Collection Agency - Number of Customers 62 Collection Agency - Number of Customers 63 Collection Agency - Number of Customers 64 Collection Agency - Number of Customers 65 Covernment Agency - Number of Customers 66 Covernment Agency - Number of Customers 67 Collection Agency - Number of Customers 68 Counter Subtotal Total Minutes 69 Collection Agency - Number of Customers 69 Collection Agency - Number of Customers 60 Collection Agency - Number of Customers 60 Collection Agency - Number of Customers 60 Colle		
Percent of Total Daily Minutes Front Office Customer Assistance Front Office Customer Assistance The total number of minutes and count of individuals seen at the counter Litigant - Number of Customers		165
Front Office Customer Assistance The total number of minutes and count of individuals seen at the counter Litigant - Number of Customers Litigant - Counter Time (minutes) 265 Attorney - Number of Customers 116 Attorney - Cuunter Time (minutes) 30 Government Agency - Number of Customers 30 Government Agency - Number of Customers 30 Government Agency - Counter Time (minutes) 40 Collection Agency - Counter Time (minutes) 40 Collection Agency - Counter Time (minutes) 41 Litius Library Help - Number of Customers 40 Collection Agency - Counter Time (minutes) 41 Library Help - Counter Time (minutes) 41 Library Help - Counter Time (minutes) 41 Library Help - Counter Time (minutes) 41 Library Library Help - Counter Time (minutes) 41 Library	Total Minutes	165
The total number of minutes and count of individuals seen at the counter Litigant - Number of Customers Litigant - Counter Time (minutes) Litigant - Number of Customers Litigant - Number of Litigant Litigant - Number of Li	Percent of Total Daily Minutes	1.50%
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Lac Qui Parle County September Time Study

CONTACT BY FRONT COUNTER

Please Enter	r Date									
Date	9/13/ 2010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	4	0	4	0	8	9	8	1	4	2

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 40 0
	answered question	40
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	28.9% 71.1%	11 27
	answered question skipped question	38 2

If yes, please enter the amount of minutes spent with this customer:					
Answer Options	Response Average	Response Total	Response Count		
Minutes	8.55	94	11		
	ans	wered question	11		
	S	kipped question	29		

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	13.2%	5
Pro Se (Not currently a litigant)	34.2%	13
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	21.1%	8
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	13.2%	5
Government Agency Staff	18.4%	7
Other Customer Type:	0.0%	0
	answered question	38
	skipped question	2

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	12.5%	1
Prosecutor	87.5%	7
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	answered question	8
	skipped question	32

Please specify the Government Agency you worked with today:				
Answer Options	Response Count			
Corrections (2) Family Services (2) Probation (2) Treasurer/Auditor Office	7			
answered question	7			
skipped question	33			

selected.

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	60.0%	3	
Local Police	40.0%	2	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
answered question			
	skipped question	35	

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is

Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	31.6%	12
Pay Fines	2.6%	1
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	13.2%	5
Review Court Orders or Other Documents	2.6%	1
Seeking General Court Information	13.2%	5
Seeking Directional Information	26.3%	10
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	5.3%	2
In-Custody	5.3%	2
Other (please specify)	13.2%	5

Drop off citations (2)

Set Motion hearing Harassment information

Paperwork for collection following conciliation court

38

2

answered question

skipped question

If "In-Custody" was selected, please enter first and last na	ame.	
Answer Options		Response Count
Greiner (2)		2
	answered question	2
	skipped question	38

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	41.7%	5
Filing of OFPs	0.0%	0
Filing of Harassments	8.3%	1
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	8.3%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	8.3%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Filing Report (3) Civil	33.3%	4
	answered question	12
	skipped question	28

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	7.9%	3
No	92.1%	35
	answered question	38
	skipped question	2

CONTACT BY E-MAIL

Please Enter	r Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	4	0	1	0	10	5	4	3	1	3

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	31 0 0
	answered question skipped question	31 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	9.7% 90.3%	3 28
	answered question	31
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	6	3
	answered question	3
	skipped question	28

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	19.4%	6
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	6.5%	2
Government Agency Staff	71.0%	22
Other Customer Type:	3.2%	1
Newspaper editor		
	answered question skipped question	31 0

Please specify the Attorney you worked with today:				
Answer Options	Response Percent	Response Count		
Private	16.7%	1		
Prosecutor	83.3%	5		
Public Defender	0.0%	0		
Other Government Agency (Please Enter the Name of agency):	0.0%	0		
	answered question	6		
	skipped question	25		

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Child Support Court Administration (4) Court Reporter Family Services (11) Judge (3) Yellow Medicine Court Administrator (2)	22
answered qu	estion 22
skipped qu	

Please specify the type of Law Enforcement Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff	50.0%	1		
Local Police	50.0%	1		
MN Highway Patrol	0.0%	0		
Other (please specify)	0.0%	0		
	answered question	2		
	skipped question	29		

Business Conducted (select all that apply) If papers were filed pl selected.	ease ensure appropria	ate box is
Answer Options	Response Percent	Response Count
Check Court Records	16.1%	5
Check Court Calendar	12.9%	4
File Papers	6.5%	2
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	3.2%	1
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	16.1%	5
Seeking General Court Information	12.9%	4
Seeking Directional Information	16.1%	5
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	6.5%	2
In-Custody	3.2%	1
Other (please specify)	12.9%	4
subpoena request		
Looking for a file and if anything new filed from attorneys.		
Schedule ITV time		
instruction		
	answered question	31
	skipped question	0

If "In-Custody" was selected, please enter first and last na	ame.	
Answer Options		Response Count
Greiner		1
	answered question	1
	skipped question	30

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	50.0%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Police Reports	50.0%	1
	answered question	2
	skipped question	29

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	13.3%	4
No	86.7%	26
	answered question	30
	skipped question	1

CUSTOMER TYPE: LITIGANT

Please Ente	r Date									
Date	9/13/ 2010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	5	0	3	0	4	8	3	2	1	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	19.2%	5
By Telephone	80.8%	21
	answered question	26
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	46.2%	12
No	53.8%	14
	answered question	26
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:				
Answer Options	Response Average	Response Total	Response Count	
Minutes	8.25	99	12	
	ans	wered question	12	
	S	kipped question	14	

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	100.0%	26
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
	answered question	26
	skipped question	0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	19.2%	5
Check Court Calendar	11.5%	3
File Papers	7.7%	2
Pay Fines	7.7%	2
Set up Payment Plans	7.7%	2
Refer or explain to non-jurisdictional payors to/about CPC	11.5%	3
Refer to DOR if in collection status	3.8%	1
Judgment Searches	3.8%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	15.4%	4
Seeking Directional Information	26.9%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	7.7%	2
Paperwork for collection following conciliation court		
Check amounts with co-dfd account		
	swered question	26
S	kipped question	0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
answered question	0
skipped question	26

If papers were filed, for what purpose: (select all that apply)						
Answer Options	Response Percent	Response Count				
Request an Arrest Warrant	0.0%	0				
Request a Search Warrant	0.0%	0				
Filing of Criminal Complaint or Citation	0.0%	0				
Filing of OFPs	0.0%	0				
Filing of Harassments	50.0%	1				
Filing of Unlawful Detainers	0.0%	0				
Filing of Dissolutions	0.0%	0				
Filing of Pro-Se Dissolutions	0.0%	0				
Filing of Child Support Matters	0.0%	0				
Filing of Forfeitures	0.0%	0				
Filing of Conciliation Cases	50.0%	1				
Filing of Probate (including wills)	0.0%	0				
Filing of Landlord/Tenant Issues	0.0%	0				
Other (please specify)	0.0%	0				
answered question						
	skipped question	24				

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	3.8%	1
No	96.2%	25
	answered question	26
	skipped question	0

CUSTOMER TYPE: PRO SE

Please Ent	er Date									
Date	9/13/2 010	9/14/2 010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	1	0	4	0	7	3	4	0	0	1

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	65.0%	13
By Telephone	35.0%	7
	answered question	20
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	10.0% 90.0%	2 18
	answered question	20
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:					
Answer Options	Response Average	Response Total	Response Count		
Minutes	11.50	23	2		
	ans	2			
	skipped question				

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	20
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
	answered question	20
	skipped question	0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.				
Answer Options	Response Percent	Response Count		
Check Court Records	0.0%	0		
Check Court Calendar	0.0%	0		
File Papers	0.0%	0		
Pay Fines	0.0%	0		
Set up Payment Plans	0.0%	0		
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0		
Refer to DOR if in collection status	0.0%	0		
Judgment Searches	0.0%	0		
Newspaper & Radio (Check for Court News)	5.0%	1		
Pick-up Court Orders or Other Documents	5.0%	1		
Review Court Orders or Other Documents	0.0%	0		
Seeking General Court Information	25.0%	5		
Seeking Directional Information	55.0%	11		
Juror Inquiries	0.0%	0		
CAMPER Inquiries	0.0%	0		
Copy Requests (Plain/Certified)	10.0%	2		
In-Custody	0.0%	0		
Other (please specify) Harassment Information	5.0%	1		
	answered question	20		

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
answered question	0
skipped question	20

If papers were filed, for what purpose: (select all that apply)				
Answer Options	Response Percent	Response Count		
Request an Arrest Warrant	0.0%	0		
Request a Search Warrant	0.0%	0		
Filing of Criminal Complaint or Citation	0.0%	0		
Filing of OFPs	0.0%	0		
Filing of Harassments	0.0%	0		
Filing of Unlawful Detainers	0.0%	0		
Filing of Dissolutions	0.0%	0		
Filing of Pro-Se Dissolutions	0.0%	0		
Filing of Child Support Matters	0.0%	0		
Filing of Forfeitures	0.0%	0		
Filing of Conciliation Cases	0.0%	0		
Filing of Probate (including wills)	0.0%	0		
Filing of Landlord/Tenant Issues	0.0%	0		
Other (please specify)	0.0%	0		
	answered question	0		
	skipped question	20		

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	20
	answered question	20
	skipped question	0

CONTACT BY TELEPHONE

Please Ente	er Date									
Date	9/13/2 010	9/14/ 2010	9/15/2 010	9/16/2 010	9/17/2 010	9/20/2 010	9/21/2 010	9/22/2 010	9/23/2 010	9/24/2 010
Number of Contacts	21	0	12	0	14	10	26	7	6	3

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	99
	answered question	99
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	25.3%	25
No	74.7%	74
	answered question	99
	skipped question	0

If yes, please enter the amount of minutes spent with the	nis customer:		
Answer Options	Response Average	Response Total	Response Count
Minutes	7.12	178	25
	ans	wered question	25
	S	kipped question	74

Customer Type: (select only one)		
Answer Options	Respons e Percent	Respons e Count
Litigant	21.2%	21
Pro Se (Not currently a litigant)	7.1%	7
Collection Agency	0.0%	0
Guardian Ad Litem	1.0%	1
Juror	1.0%	1
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	44.4%	44
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	7.1%	7
Government Agency Staff	13.1%	13
Other Customer Type:	5.1%	5
Credit Union		
Juvenile's parent (3)		
Newspaper editor		
answere	ed question	99
skippe	ed question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	20.5%	9
Prosecutor	70.5%	31
Public Defender	9.1%	4
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	answered question	44
	skipped question	55

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Advocate	13
Assessor's Office	
Child Support	
Corrections	
District Office	
Family Services (4)	
Guardian Ad Litem	
Judge	
Police dept	
Probation agent	

answered question	13
skipped question	86

Please specify the type of Law Enforcement Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff Local Police MN Highway Patrol Other (please specify) Dispatch/jailer	85.7% 0.0% 0.0% 14.3%	6 0 0 1		
	answered question skipped question	7 92		

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	12.1%	12
Check Court Calendar	15.2%	15
File Papers	2.0%	2
Pay Fines	1.0%	1
Set up Payment Plans	2.0%	2
Refer or explain to non-jurisdictional payors to/about CPC	3.0%	3
Refer to DOR if in collection status	1.0%	1
Judgment Searches	1.0%	1
Newspaper & Radio (Check for Court News)	3.0%	3
Pick-up Court Orders or Other Documents	2.0%	2
Review Court Orders or Other Documents	5.1%	5
Seeking General Court Information	18.2%	18
Seeking Directional Information	27.3%	27
Juror Inquiries	1.0%	1
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	2.0%	2
In-Custody	11.1%	11
Other (please specify) Answer to questions on Hearing/Court set for following day (8)		
Check amounts with co-dfd account		
Discussed a Harassment Petition		
discussion regarding filing of police reports	16.2%	16
Get dates juvenile will be in MN for next hearing		
Get ICR number		
Get next dates juvenile available for court in MN		
Needed a court date also		

requesting warrants		
	answered question	99
	skipped question	0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Greiner (13) No Name (1)	14
answered quest	tion 14
skipped quest	tion 85

If papers were filed, for what purpose: (select all that apply)					
Answer Options	Response Percent	Response Count			
Request an Arrest Warrant	0.0%	0			
Request a Search Warrant	0.0%	0			
Filing of Criminal Complaint or Citation	100.0%	2			
Filing of OFPs	0.0%	0			
Filing of Harassments	0.0%	0			
Filing of Unlawful Detainers	0.0%	0			
Filing of Dissolutions	0.0%	0			
Filing of Pro-Se Dissolutions	0.0%	0			
Filing of Child Support Matters	0.0%	0			
Filing of Forfeitures	0.0%	0			
Filing of Conciliation Cases	0.0%	0			
Filing of Probate (including wills)	0.0%	0			
Filing of Landlord/Tenant Issues	0.0%	0			
Other (please specify)	0.0%	0			
" ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	answered question	2			
	skipped question	97			

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	7.1% 92.9%	7 92
	answered question skipped question	99

Meeker County April/May Time Study

Meeker County Time Study April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	360 4560
Sick Leave - Total Daily Minutes LSS - Total Daily Minutes	2700
VUSSL - Total Daily Minutes	10
Total of AM/PM Breaks - Total Daily Minutes	2760
Lunch Break - Total Daily Minutes	3100
Total Minutes	13490
Percent of Total Daily Minutes	23.92%
Travel Number of staff traveled to a different county for work today.	3
Counties traveled to:	0
Round Trip Travel Time - Total Daily Minutes	120
Total Minutes	120
Percent of Total Daily Minutes	0.21%
Front Office Customer Service	
The total number of minutes and count of individuals seen at the counter	460
Litigant - Number of Customers Litigant - Counter Time (minutes)	460 1565
Attorney - Number of Customers	91
Attorney - Counter Time (minutes)	320
Government Agency - Number of Customers	52
Government Agency - Counter Time (minutes)	230
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	74
Pro Se Help - Counter Time (minutes) Law Library Help - Number of Customers	310 0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	22
Other - Counter Time (minutes)	80
Counter Subtotal Total Minutes	2505
Counter Subtotal Percent of Total Daily Minutes	4.44%
The total number of minutes and count of individuals assisted on the phone	389
Litigant - Number of Customers Litigant - Phone Time (minutes)	1045
Attorney - Number of Customers	209
Attorney - Phone Time (minutes)	680
Government Agency - Number of Customers	50
Government Agency - Phone Time (minutes)	180
Collection Agency - Number of Customers	2
Collection Agency - Phone Time (minutes)	5
Pro Se Help - Number of Customers Pro Se Help - Phone Time (minutes)	101 340
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	68
Other - Phone Time (minutes)	150
Telephone Subtotal Total Minutes	2400
Telephone Subtotal Percent of Total Daily Minutes	4.26%
Total Front Office Customer Assistance Minutes	4005
Percent of Total Daily Minutes	4905 8.70%
Back Office Staff Time	3.7070
MNICS Activities	21650
Records Management	5545
Financial Management	2040
Administrative Duties	5160
Total Minutes	34395
Percent of Total Daily Minutes	60.98%
Judge/Courtroom Support Case Calendaring	360
Courtroom Coverage	3030
Court Reporting Duties	50
BOTH Court Reporting Duties and Courtroom Coverage	50
Preparing Transcripts	0
Total Minutes	3490
Percent of Total Daily Minutes	6.19%
Total Daily Minutes	56400

Please note: NCSC asked court employees working in the clerk's office to individually record each interaction with a court customer during the work day only on days when court was NOT scheduled. Meeker County had court scheduled everyday during the time study period and therefore no entries were recorded for the September Time Study.

Pope County April/May Time Study Pope County Time Study April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	0
Sick Leave - Total Daily Minutes	615
LSS - Total Daily Minutes	750
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	150
Lunch Break - Total Daily Minutes Total Minutes	1140
	2655
Percent of Total Daily Minutes Travel	18.01%
Number of staff traveled to a different county for work today.	
Counties traveled to:	
Round Trip Travel Time	120
Total Minutes	120
Percent of Total Daily Minutes	0.81%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	55
Litigant - Counter Time (minutes)	210
Attorney - Number of Customers	53
Attorney - Counter Time (minutes)	185
Government Agency - Number of Customers	24
Government Agency - Counter Time (minutes)	110
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	27
Pro Se Help - Counter Time (minutes)	205 0
Law Library Help - Number of Customers Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	51
Other - Counter Time (minutes)	210
Counter Subtotal Total Minutes	920
Counter Subtotal Percent of Total Daily Minutes	6.24%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	43
Litigant - Phone Time (minutes)	135
Attorney - Number of Customers	98
Attorney - Phone Time (minutes)	260
Government Agency - Number of Customers	76
Government Agency - Phone Time (minutes)	185
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	12
Pro Se Help - Phone Time (minutes)	65
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes) Other - Number of Customers	0 119
Other - Phone Time (minutes)	
Telephone Subtotal Total Minutes	360 1005
Telephone Subtotal Total Minutes Telephone Subtotal Percent of Total Daily Minutes	6.82%
reseptione Subtotul refeelt of Total Daily Williates	0.02/0
Total Front Office Customer Assistance Minutes	1925
Percent of Total Daily Minutes	13.06%
Back Office Staff Time	
MNICS Activities	4430
Records Management	3020
Financial Management	420
Administrative Duties	1390
Total Minutes	9260
Percent of Total Daily Minutes	62.82%
Judge/Courtroom Support	
Case Calendaring	415
Courtroom Coverage	135
Court Reporting Duties	25
BOTH Court Reporting Duties and Courtroom Coverage	205
Preparing Transcripts	0
Total Minutes	780
Percent of Total Daily Minutes	5.29%
Total Daily Minutes	14740

Pope County September Time Study

CONTACT BY FRONT COUNTER

Please Ent	ter Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	7	0	0	0	0	18	0	0	10	6

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 41 0
an	swered question kipped question	41 0

Did you spend more than 5 minutes with this customer?				
Answer Options	Response Percent	Response Count		
Yes	29.3%	12		
No	70.7%	29		
ans	swered question	41		
s	kipped question	0		

If yes, please enter the amount of minutes spent with this customer:				
Answer Options	Response Average	Response Count		
Minutes	9.45	11		
answered question				
skipped question				

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	25.0%	10
Pro Se (Not currently a litigant)	7.5%	3
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	17.5%	7
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	7.5%	3
Government Agency Staff Other Customer Type:	17.5%	7
Attorney's secretary (4)	05.00/	40
General public (5)	25.0%	10
Mailman		
	ered question oped question	40 1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	42.9%	3
Prosecutor	42.9%	3
Public Defender	14.3%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
ans	swered question	7
s	skipped question	34

Please specify the Government Agency you worked with today:					
Answer Options Response Count					
County Attorney's secretary Pope County Human Services Pope County Probation (5)	7				
answered question	7				
skipped question	34				

Please specify the type of Law Enforcement Officer you worked with today:					
Answer Options	Response Percent	Response Count			
Sheriff	33.3%	1			
Local Police	0.0%	0			
MN Highway Patrol Other (please specify)	0.0%	0			
Deputy	66.7%	2			
STS Crew Leader					
answered question 3					
skipped question 38					

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	10.3%	4
Check Court Calendar	2.6%	1
File Papers	30.8%	12
Pay Fines	20.5%	8
Set up Payment Plans	5.1%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	17.9%	7
Review Court Orders or Other Documents	7.7%	3
Seeking General Court Information	7.7%	3
Seeking Directional Information	0.0% 0.0%	0
Juror Inquiries	0.0%	0 0
CAMPER Inquiries Copy Requests (Plain/Certified)	12.8%	5
In-Custody	2.6%	1
Other (please specify)	28.2%	11
Assistance with Self-Help computer		
Brought mail to counter as we had certified mail to sign for.		
Dropping off court documents for filing		
Filing probation documents		
Inquiring where to obtain a marriage license		
Issue subpoena		
Judge signature needed		
looking for Auditor's office for absentee ballot		
Questions re commitment file		
Schedule questions		
Using public access terminal		
answered ques		39
skipped ques	TION	2

If "In-Custody" was selected, please enter first and last name.				
Answer Options	Response Count			
Richard Beveridge	1			
answered question	1			
skipped question	40			

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	9.1%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	18.2%	2
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	9.1%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	81.8%	9
Copy of subpoena		
Filing a request for an order for disclosure		
Filing documents for multiple criminal files.		
Filing memo for judge regarding a defendant on probation		
Filing of Commitment Petition		
General filing for existing files (3)		
Report		
answe	red question	11
skip	ped question	30

Did contact require the immediate attention of a Ju	dge:	
Answer Options	Response Percent	Response Count
Yes	7.9%	3
No	92.1%	35
	answered question	38
	skipped question	3

CONTACT BY E-MAIL

Please En	ter Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	7	0	0	0	0	3	0	0	15	11

Contact			
Answer Options	Response Percent	Respons Count	
Email At the Counter	100.0% 0.0%	36 0	
By Telephone	0.0%	0	
ans	swered question		36
S	kipped question		0

Did you spend more than 5 minutes with this customer?				
Answer Options	Response Percent	Response Count		
Yes	0.0%	0		
No	100.0%	36		
an an	swered question	36		
	skipped question	0		

If yes, please enter the amount of minutes spent with this customer:						
Answer Options	Response Average	Response Total	Response Count			
Minutes	.00		0			
	ans	wered question	0			
	S	kipped question	36			

Customer Type: (select only one)					
Answer Options	Response Percent	Response Count			
Litigant	0.0%	0			
Pro Se (Not currently a litigant)	2.8%	1			
Collection Agency	0.0%	0			
Guardian Ad Litem	2.8%	1			
Juror	0.0%	0			
CAMPER Inquiry	0.0%	0			
Attorney (Private, Prosecutor, Public Defender, Etc.)	2.8%	1			
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0			
Government Agency Staff	86.1%	31			
Other Customer Type: Court Reporter (2)	5.6%	2			
ans	wered question	36			
SI	kipped question	0			

Please specify the Attorney you worked with today:					
Answer Options	Response Percent	Response Count			
Private	0.0%	0			
Prosecutor	0.0%	0			
Public Defender	100.0%	1			
Other Government Agency (Please Enter the Name of agency):	0.0%	0			
ans	swered question	1			
S	kipped question	35			

Please specify the Government Agency you worked with today:					
Answer Options	Response Count				
Court Administration staff (6) Court Administrator (13) Court Reporter (6) Deputy Court Administrator (4) District Office MCPC	31				
answered question	31				
skipped question	5				

Please specify the type of Law Enforcement Officer you worked with today:					
Answer Options	Response Percent	Response Count			
Sheriff	0.0%	0			
Local Police	0.0%	0			
MN Highway Patrol	0.0%	0			
Other (please specify)	0.0%	0			
ans	swered question	0			
s	kipped question	36			

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is
selected.

Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	8.3%	3
File Papers	2.8%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0% 0.0%	0 0
Review Court Orders or Other Documents Seeking General Court Information	2.8%	1
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.6%	2
Other (please specify)	83.3%	30
Calendar information (2)		
Contact regarding ITV hearing (6)		
Emailed regarding finding sentencing date w/Judge Seibel.		
Emailed regarding judge removal		
Emailed to have them scan me paperwork from a file.		
Forwarded collection information		
Forwarded request for transcript		
General question (6)		
Information re search warrant		
Information regarding calendar sessions		
Need of Judge to sign warrant		
Question re collections		
Question re examiner.		
Question re search warrant		

Questions regarding hearing
Request to print restitution checks in our job queue.
Reschedule hearing
Seeking address
Sent complaint for Judge's signature

answered question 36
skipped question 0

If "In-Custody" was selected, please enter first and last name.				
Answer Options Response Count				
Sean Terhaar	2			
Richard Beveridge	2			
skipped question	34			

If papers were filed, for what purpose: (select all that apply)					
Answer Options	Response Percent	Response Count			
Request an Arrest Warrant	0.0%	0			
Request a Search Warrant	0.0%	0			
Filing of Criminal Complaint or Citation	0.0%	0			
Filing of OFPs	0.0%	0			
Filing of Harassments	0.0%	0			
Filing of Unlawful Detainers	0.0%	0			
Filing of Dissolutions	0.0%	0			
Filing of Pro-Se Dissolutions	0.0%	0			
Filing of Child Support Matters	0.0%	0			
Filing of Forfeitures	0.0%	0			
Filing of Conciliation Cases	0.0%	0			
Filing of Probate (including wills)	0.0%	0			
Filing of Landlord/Tenant Issues	0.0%	0			
Other (please specify) Order for signature	100.0%	1			
ans	wered question	1			
Si	kipped question	35			

Did contact require the immediate attention of a Judge:					
Answer Options	Response Percent	Response Count			
Yes	16.7%	6			
No	83.3%	30			
á	enswered question	36			
	skipped question	0			

CUSTOMER TYPE: LITIGANT

Please En	ter Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	10	0	0	0	0	18	0	0	5	3

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 27.8% 72.2%	0 10 26
	answered question skipped question	36

Did you spend more than 5 minutes with this customer?				
Answer Options	Response Percent	Response Count		
Yes No	22.2% 77.8%	8 28		
а	nswered question skipped question	36 0		

If yes, please enter the amount of minutes spent with this customer:				
Answer Options Response Response Average Co				
Minutes	8.25	8		
	answered question	8		
	skipped question	28		

Customer Type: (select only one)					
Answer Options	Response Percent	Response Count			
Litigant	100.0%	36			
Pro Se (Not currently a litigant)	0.0%	0			
Collection Agency	0.0%	0			
Guardian Ad Litem	0.0%	0			
Juror	0.0%	0			
CAMPER Inquiry	0.0%	0			
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0			
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0			
Government Agency Staff	0.0%	0			
Other Customer Type:	0.0%	0			
ans	wered question	36			

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.				
Answer Options	Response Percent	Response Count		
Check Court Records	22.9%	8		
Check Court Calendar	14.3%	5		
File Papers	2.9%	1		
Pay Fines	31.4%	11		
Set up Payment Plans	11.4%	4		
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0		
Refer to DOR if in collection status	5.7%	2		
Judgment Searches	0.0%	0		
Newspaper & Radio (Check for Court News)	0.0%	0		
Pick-up Court Orders or Other Documents	0.0%	0		
Review Court Orders or Other Documents	2.9%	1		
Seeking General Court Information	20.0%	7		
Seeking Directional Information	0.0%	0		
Juror Inquiries	0.0%	0		
CAMPER Inquiries	0.0%	0		
Copy Requests (Plain/Certified)	0.0%	0		
In-Custody	0.0%	0		
Other (please specify)	31.4%	11		
Credit Card payment				
Information regarding conciliation claim				
Provided new phone number				
Question re papers filed.				
Question re payment				
Questions re fine and address to mail				
Requested continuances on files.				
Requested Self-Help website				

Reschedule court date		
Reschedule hearing/court date (2)		
	answered question	35
	skipped question	1

If "In-Custody" was selected, please enter first and last name.			
Answer Options Response Count			
	0		
answered question	0		
skipped question	36		

If papers were filed, for what purpose: (select all that apply)				
Answer Options	Response Percent	Response Count		
Request an Arrest Warrant	0.0%	0		
Request a Search Warrant	0.0%	0		
Filing of Criminal Complaint or Citation	0.0%	0		
Filing of OFPs	0.0%	0		
Filing of Harassments	0.0%	0		
Filing of Unlawful Detainers	0.0%	0		
Filing of Dissolutions	0.0%	0		
Filing of Pro-Se Dissolutions	0.0%	0		
Filing of Child Support Matters	0.0%	0		
Filing of Forfeitures	0.0%	0		
Filing of Conciliation Cases	0.0%	0		
Filing of Probate (including wills)	0.0%	0		
Filing of Landlord/Tenant Issues	0.0%	0		
Other (please specify) Filing a request for an order for disclosure	100.0%	1		
answered question				
	skipped question	35		

Did contact require the immediate attention of a Judge:				
Answer Options	Response Percent	Response Count		
Yes No	0.0% 100.0%	0 35		
	answered question skipped question	35 1		

CUSTOMER TYPE: PRO SE

Please En	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	3	0	0	0	0	4	0	0	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	14.3%	1
At the Counter	42.9%	3
By Telephone	42.9%	3
ans	wered question	7
s	kipped question	0

Did you spend more than 5 minutes with this customer?				
Answer Options	Response Percent	Response Count		
Yes	57.1%	4		
No	42.9%	3		
ans	swered question	7		
s	kipped question	0		

If yes, please enter the amount of minutes spent with this customer:				
Answer Options Response Response Average Cou				
Minutes	9.00	4		
	answered question	4		
	skipped question	3		

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	7
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
	answered question	7
	skipped question	0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.			
Answer Options		Response Percent	Response Count
Check Court Records		28.6%	2
Check Court Calendar		0.0%	0
File Papers		0.0%	0
Pay Fines		0.0%	0
Set up Payment Plans		0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC		0.0%	0
Refer to DOR if in collection status		0.0%	0
Judgment Searches		0.0%	0
Newspaper & Radio (Check for Court News)		0.0%	0
Pick-up Court Orders or Other Documents		0.0%	0
Review Court Orders or Other Documents		0.0%	0
Seeking General Court Information		42.9%	3
Seeking Directional Information		0.0%	0
Juror Inquiries		0.0%	0
CAMPER Inquiries		0.0%	0
Copy Requests (Plain/Certified)		28.6%	2
In-Custody		0.0%	0
Other (please specify)		42.9%	3
Request Self-Help phone number			
assistance with Self-Help computer			
Using public access terminal			
	answer	red question	7
	skipp	ed question	0

If "In-Custody" was selected, please enter first and last name.		
Answer Options	Response Count	
	0	
answered question	0	
skipped question	7	

If papers were filed, for what purpose: (select all that apply)				
Answer Options	Response Percent	Response Count		
Request an Arrest Warrant	0.0%	0		
Request a Search Warrant	0.0%	0		
Filing of Criminal Complaint or Citation	0.0%	0		
Filing of OFPs	0.0%	0		
Filing of Harassments	0.0%	0		
Filing of Unlawful Detainers	0.0%	0		
Filing of Dissolutions	0.0%	0		
Filing of Pro-Se Dissolutions	0.0%	0		
Filing of Child Support Matters	0.0%	0		
Filing of Forfeitures	0.0%	0		
Filing of Conciliation Cases	0.0%	0		
Filing of Probate (including wills)	0.0%	0		
Filing of Landlord/Tenant Issues	0.0%	0		
Other (please specify)	0.0%	0		
an	swered question	0		
	skipped question	7		

Did contact require the immediate attention of a Judge:				
Answer Options	Response Percent	Response Count		
Yes No	0.0% 100.0%	0 7		
	answered question skipped question	7 0		

CONTACT BY TELEPHONE

Please Ente	r Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	32	0	0	0	0	24	0	0	44	29

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 129
	answered question skipped question	129 0

Did you spend more than 5 minutes with this customer?			
Answer Options	Response Percent	Response Count	
Yes	10.9%	14	
No	89.1%	115	
а	nswered question	129	
	skipped question	0	

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Count	
Minutes	8.29	14	
	answered question	14	
	skipped question	115	

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type: Attorney's secretary (7) CBHH Charter Communications Court Administrator (2) Examiner (3) General public (4) Juvenile's parent Lakeland Mental Health (4) Personal Representative Secretary for Assistant County Attorney Victim on criminal case	20.3% 2.3% 0.0% 1.6% 0.8% 0.0% 22.7% 7.8% 21.9% 22.7%	26 3 0 2 1 0 29 10 28 29
Wrong number (3)	answered question skipped question	128 1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private Prosecutor Public Defender Other Government Agency (Please Enter the Name	57.1% 25.0% 17.9% 0.0%	16 7 5 0
	swered question kipped question	28 101

Please specify the Government Agency you worked with today:			
Answer Options	Response Count		
County Attorney's office (2) Court Administrator (20) Court of Appeals Court Reporter MN DOC (2) Pope County Human Services (2) Private attorney's secretary	29		
answered question	29		
skipped question	100		

Please specify the type of Law Enforcement Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff Local Police MN Highway Patrol Other (please specify) Dispatch (3) STS Crew Leader	30.0% 30.0% 0.0% 40.0%	3 3 0 4		
	nswered question skipped question	10 119		

Business Conducted (select all that apply) If papers were filed pleas selected.	e ensure appropriate DO	X 13
Answer Options	Response Percent	Response Count
Check Court Records	12.8%	16
Check Court Calendar	11.2%	14
File Papers	0.0%	0
Pay Fines	2.4%	3
Set up Payment Plans	1.6%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	1.6% 0.0%	2 0
Judgment Searches Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	3.2%	4
Seeking General Court Information	11.2%	14
Seeking Directional Information	0.8%	1
Juror Inquiries	0.8%	1
CAMPER Inquiries	0.8%	1
Copy Requests (Plain/Certified)	4.0%	5
In-Custody	4.8%	6
Other (please specify)	63.2%	79
Appointment to be examiner on a commitment matter (5)		
Transfer call (6)		
Address information		
Asking about appointment for new commitment matter.		
Barb returned my call.		
Call regarding training		
Calling about judgment		
Calling w/time for in-custody (2)		
Check availability		
Contact information		
Court of Appendix question (2)		
Court of Appeals question (2)		
Credit Card payment		
DOR Collection payments		
Examiner request (2)		
Follow up re COA questions		
Forwarding GAL reassignment order.		
General Information		
General info re documents to be filed today		
General info re paperwork to be faxed today.		
General information question (10)		
Give court file number of new criminal DWI matter		

Information regarding conciliation claim

Inquired whether order signed.

Inquiring about filing certificate of representation on criminal matter

Instructions re survey, questions re file

Judge need to sign order.

Left message

Left message for attorney to return my call.

Marriage ceremony

Provided new phone number

Question re bail schedule

Question re payment

Question re search warrant

Question regarding bail refund.

Question regarding PSI scheduling

Question regarding file

Questions re file requested/mailed

Questions re fine and address to mail

Questions re in-custody

Question about obtaining a county plat book

Request Self-Help phone number

Requested continuances on files.

Requested copies of citations to be faxed.

Requested phone number for other courthouse office.

Requested Self-Help website

Reschedule hearing/court date (6)

Return call regarding PSI

Verify doc filed, questions re public website

Verifying if Prosecutor will be appearing by ITV for hearing.

Wrong number (3)

answered question 125 skipped question 4

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Sean Terhaar (5) Richard Beveridge	6
answered question	6
skipped question	123

If papers were filed, for what purpose: (select all that apply)					
Answer Options	Response Percent	Response Count			
Request an Arrest Warrant	0.0%	0			
Request a Search Warrant	0.0%	0			
Filing of Criminal Complaint or Citation	0.0%	0			
Filing of OFPs	0.0%	0			
Filing of Harassments	0.0%	0			
Filing of Unlawful Detainers	0.0%	0			
Filing of Dissolutions	0.0%	0			
Filing of Pro-Se Dissolutions	0.0%	0			
Filing of Child Support Matters	0.0%	0			
Filing of Forfeitures	0.0%	0			
Filing of Conciliation Cases	0.0%	0			
Filing of Probate (including wills)	0.0%	0			
Filing of Landlord/Tenant Issues	0.0%	0			
Other (please specify)	0.0%	0			
ans	swered question	0			
s	kipped question	129			

Did contact require the immediate attention of a Judge:			
Answer Options	Response Percent	Response Count	
Yes No	4.0% 96.0%	5 120	
а	nswered question skipped question	125	

Renville County April/May Time Study

Renville County Time Survey April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	965
Sick Leave - Total Daily Minutes	1545
LSS - Total Daily Minutes	690
VUSSL - Total Daily Minutes	450
Total of AM/PM Breaks - Total Daily Minutes	465
Lunch Break - Total Daily Minutes Total Minutes	2370 6485
Percent of Total Daily Minutes	22.15%
Travel	0
Number of staff traveled to a different county for work today	7
, ,	Chippewa Lac
	Qui Parle Yellow
Counties traveled to:	Medicine
Round Trip Travel Time	140
Total Minutes	140
Percent of Total Daily Minutes	0.48%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	208
Litigant - Counter Time (minutes)	1393
Attorney - Number of Customers	83
Attorney - Counter Time (minutes)	306
Government Agency - Number of Customers	7
Government Agency - Counter Time (minutes)	22
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes) Pro Se Help - Number of Customers	58
Pro Se Help - Counter Time (minutes)	255
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	48
Other - Counter Time (minutes)	237
Counter Subtotal Total Minutes	2213
Counter Subtotal Percent of Total Daily Minutes	7.56%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	150
Litigant - Phone Time (minutes)	564
Attorney - Number of Customers	125
Attorney - Phone Time (minutes)	483
Government Agency - Number of Customers	46
Government Agency - Phone Time (minutes)	145
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	85
Pro Se Help - Phone Time (minutes) Law Library Help - Number of Customers	360 0
Law Library Help - Number of Customers Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	126
Other - Phone Time (minutes)	520
Telephone Subtotal Total Minutes	2072
Telephone Subtotal Percent of Total Daily Minutes	7.08%
, , ·······	
Total Front Office Customer Assistance Minutes	4285
Percent of Total Daily Minutes	14.63%
Back Office Staff Time	
MNICS Activities	10425
Records Management	3365
Financial Management	845
Administrative Duties	1745
Total Minutes	16380
Percent of Total Daily Minutes	55.94%
Judge/Courtroom Support	
Case Calendaring	15
Courtroom Coverage	110
Court Reporting Duties	140
BOTH Court Reporting Duties and Courtroom Coverage	2205
Preparing Transcripts Total Minutes	<u>0</u> 2470
Percent of Total Daily Minutes	2470 8.44%
Total Daily Minutes	29280
.ota. sany	£3200

Note: NCSC asked court employees working in the clerk's office to individually record each interaction with a court customer during the work day only on days when court was NOT scheduled. Renville County had court scheduled everyday during the time study period and therefore no entries were recorded for September.

Stevens County April/May Time Study

Stevens County Time Study April 26, 2010 - May 7, 2010

Minutes taking to day for youthing side larger for decade and broads	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	270
Vacation Time - Total Daily Minutes Sick Leave - Total Daily Minutes	90
LSS - Total Daily Minutes	600
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	135
Lunch Break - Total Daily Minutes	690
Total Minutes	1785
Percent of Total Daily Minutes	17.86%
Travel	17.00%
Number of staff traveled to a different county for work today.	0
Counties traveled to:	0
Round Trip Travel Time	0
Total Minutes	0
Percent of Total Daily Minutes	0.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	93
Litigant - Counter Time (minutes)	245
Attorney - Number of Customers	23
Attorney - Counter Time (minutes)	65
Government Agency - Number of Customers	40
Government Agency - Counter Time (minutes)	65
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	3
Pro Se Help - Counter Time (minutes)	5
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	13
Other - Counter Time (minutes)	30
Counter Subtotal Total Minutes	410
Counter Subtotal Percent of Total Daily Minutes	4.10%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	112
Litigant - Phone Time (minutes)	210
Attorney - Number of Customers	96
Attorney - Phone Time (minutes)	150
Government Agency - Number of Customers	110
Government Agency - Phone Time (minutes)	160
Collection Agency - Number of Customers	2
Collection Agency - Phone Time (minutes)	5
Pro Se Help - Number of Customers	1
Pro Se Help - Phone Time (minutes)	5
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	29
Other - Phone Time (minutes)	40
Telephone Subtotal Total Minutes	570
Telephone Subtotal Percent of Total Daily Minutes	5.70%
_	
Total Front Office Customer Assistance Minutes	980
Percent of Total Daily Minutes	9.80%
Back Office Staff Time	
MNICS Activities	5340
Records Management	305
Financial Management	700
Administrative Duties	690
Total Minutes	7035
Percent of Total Daily Minutes	70.39%
Judge/Courtroom Support	4==
Case Calendaring	155
Court Penerting Puties	25
Court Reporting Duties BOTH Court Reporting Duties and Courtroom Coverage	0 15
Preparing Transcripts	0
Total Minutes	
Percent of Total Daily Minutes	195 1.95%
Total Daily Minutes	9995
Total Daily Williutes	2525

Stevens County September Time Study

CONTACT BY FRONT COUNTER

Please Ent	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	6	4	4	8	12	6	3	0	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 43 0
ai	nswered question	43
	skipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	11.9%	5
No	88.1%	37
ans	wered question	42
Si	kipped question	1

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Count	
Minutes	10.33	6	
	answered question	6	
	skipped question	37	

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	27.9%	12
Pro Se (Not currently a litigant)	20.9%	9
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	25.6%	11
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	11.6%	5
Government Agency Staff	7.0%	3
Other Customer Type:	7.0%	3
School Social Worker		
construction worker		
Research Company checking Civil Matters		
answ	ered question	43
skij	pped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	45.5%	5
Prosecutor	45.5%	5
Public Defender	9.1%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	swered question	11
	skipped question	32

Please specify the Government Agency you worked with today:			
Answer Options		Response Count	
Stevens County Human Services (2) IT for Stevens County		3	
· ·	answered question		3
	skipped question		40

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	60.0%	3	
Local Police	20.0%	1	
MN Highway Patrol	20.0%	1	
Other (please specify)	0.0%	0	
answered question		5	
s	kipped question	38	

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.			
Answer Options		lespon se ercent	Respons e Count
Check Court Records		7.0%	3
Check Court Calendar		0.0%	0
File Papers	3	32.6%	14
Pay Fines	1	16.3%	7
Set up Payment Plans		2.3%	1
Refer or explain to non-jurisdictional payors to/about CPC		0.0%	0
Refer to DOR if in collection status		0.0%	0
Judgment Searches		0.0%	0
Newspaper & Radio (Check for Court News)		0.0%	0
Pick-up Court Orders or Other Documents	1	16.3%	7
Review Court Orders or Other Documents		0.0%	0
Seeking General Court Information		7.0%	3
Seeking Directional Information	1	18.6%	8
Juror Inquiries		0.0%	0
CAMPER Inquiries		0.0%	0
Copy Requests (Plain/Certified)		0.0%	0
In-Custody		7.0%	3
Other (please specify)			
GAL phone #			
Inquiring about location of equipment			
Litigant apprd for court hrg but court hrg was rescheduled to later date			
CPC Information for tickets			
Inquiring on No Proof of Insurance Ticket that was pd and wanting to	1	14.0%	6
take back gty plea and go to court			
Fill out rights, appl for PD			
	answered qu	uestion	43
	skipped qu		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Mellette (2)	2
answered question	2
skipped question	41

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Respons e Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	35.7%	5
Filing of OFPs	14.3%	2
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	7.1%	1
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	7.1%	1
Filing of Probate (including wills)	7.1%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	42.9%	6
Filing of Case Plan		
Criminal doc., Civil Doc, Letter in Crim. case, Notice of Filings, return of subpoena, letter in juv. case	of	
Satisfaction of Judgments and Transcript Judgment information		
Pick up Other paperwork from Court		
Filing of name change		
Several Miscellaneous Filings		
a a constant of the constant o	nswered question	14
skipped question		29

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	4.7%	2
No	95.3%	41
ansv	vered question	43
sk	ipped question	0

CONTACT BY E-MAIL

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	4	5	2	1	4	5	0	0	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	21 0 0
	answered question skipped question	21 0

Did you spend more than 5 minutes with this customer?							
Answer Options	Response Percent	Response Count					
Yes No	4.8% 95.2%	1 20					
	swered question skipped question	21 0					

If yes, please enter the amount of minutes spent with this customer:							
Answer Options	Response Average	Response Total	Response Count				
Minutes	15.00	15	1				
	ans	wered question	1				
	Si	kipped question	20				

Customer Type: (select only one)							
Answer Options	Response Percent	Response Count					
Litigant	0.0%	0					
Pro Se (Not currently a litigant)	0.0%	0					
Collection Agency	0.0%	0					
Guardian Ad Litem	0.0%	0					
Juror	0.0%	0					
CAMPER Inquiry	0.0%	0					
Attorney (Private, Prosecutor, Public Defender, Etc.)	5.0%	1					
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0					
Government Agency Staff	95.0%	19					
Other Customer Type:	0.0%	0					
answered question 2							
skipped question							

Please specify the Attorney you worked with today:							
Answer Options	Response Percent	Response Count					
Private	0.0%	0					
Prosecutor	100.0%	1					
Public Defender	0.0%	0					
Other Government Agency (Please Enter the Name of agency):	0.0%	0					
ans	wered question	1					
S	kipped question	20					

Please specify the Government Agency you worked with today:							
Answer Options		Response Count					
8th District Staff (3) Pope County Ct Adm. (2) Court Administration (3) Wilkin County Ct Adm. Big Stone County Court Adm Judge (4) Traverse County Court Adm. (3) Probation Traverse County Court Adm. Grant County Ct Adm. Office		19					
	answered question	19					
	skipped question	2					

Please specify the type of Law Enforcement Officer you worked with today:							
Answer Options	Response Percent	Response Count					
Sheriff	0.0%	0					
Local Police	0.0%	0					
MN Highway Patrol	0.0%	0					
Other (please specify)	0.0%	0					
ans	swered question	0					
S	kipped question	21					

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	52.6%	10
File Papers	5.3%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	5.3%	1
Seeking Directional Information	15.8%	3
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.3%	1
Other (please specify)	21.1%	4
Auto Assess Questions (2)		
Mini Month End information		
scanned papers		
answ	vered question	19
Ski	pped question	2

If papers were filed, for what purpose:								
Answer Options	Response Percent	Response Count						
Request an Arrest Warrant Request a Search Warrant Filing of Criminal Complaint or Citation Filing of OFPs Filing of Harassments Filing of Unlawful Detainers Filing of Dissolutions Filing of Pro-Se Dissolutions Filing of Child Support Matters Filing of Forfeitures Filing of Conciliation Cases Filing of Probate (including wills) Filing of Landlord/Tenant Issues Other (please specify) Filing Letter from atty re: new hearing	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0 0 0 0 0 0 0 0 0 0						
date	answered question skipped question	1 20						

Did contact require the immediate attention of a Judge:						
Answer Options	Response Percent	Response Count				
Yes No	15.8% 84.2%	3 16				
	swered question skipped question	19 2				

CUSTOMER TYPE: LITIGANT

Please En	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	1	0	1	8	7	4	2	0	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 52.2% 47.8%	0 12 11
a The state of the	nswered question skipped question	23 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	13.6% 86.4%	3 19
a	nswered question	22
	skipped question	1

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.50	4
ans	swered question	4
s	kipped question	19

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	100.0%	23
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
*	answered question	23
	skipped question	0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.				
Answer Options	Response Percent	Response Count		
Check Court Records	4.3%	1		
Check Court Calendar	13.0%	3		
File Papers	17.4%	4		
Pay Fines	17.4%	4		
Set up Payment Plans	4.3%	1		
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0		
Refer to DOR if in collection status	4.3%	1		
Judgment Searches	0.0%	0		
Newspaper & Radio (Check for Court News)	0.0%	0		
Pick-up Court Orders or Other Documents	4.3%	1		
Review Court Orders or Other Documents	0.0%	0		
Seeking General Court Information	8.7%	2		
Seeking Directional Information	21.7%	5		
Juror Inquiries	0.0%	0		
CAMPER Inquiries	0.0%	0		
Copy Requests (Plain/Certified)	0.0%	0		
In-Custody	8.7%	2		
Other (please specify)				
Litigant apprd for court hrg but court hrg was rescheduled to later date Fill out rights, appl for PD Requesting Transcripts	13.0%	3		
	answered question skipped question	23		

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Mellette (2)	2
answered question	2
skipped question	21

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	25.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	25.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	50.0%	2
Satisfaction of Judgement and Transcript Judgment information Filing of name change		
5		
answe	red question	4
skipped question		

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 23
•	answered question skipped question	23

CUSTOMER TYPE: PRO SE

Please En	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	3	2	5	1	2	1	0	0	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 64.3% 35.7%	0 9 5
ans	swered question kipped question	14 0

Did you spend more than 5 minutes with this customer?					
Answer Options	Response Percent	Response Count			
Yes No	21.4% 78.6%	3 11			
ar	nswered question skipped question	14 0			

If yes, please enter the amount of minutes spent with this customer:					
Answer Options	Response Response Response Cou				
Minutes	10.00	30	3		
	answered question				
	si	kipped question	11		

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	14
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
• •	wered question	14
SI	kipped question	0

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	7.1%	1
Check Court Calendar	7.1%	1
File Papers	7.1%	1
Pay Fines	21.4%	3
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	28.6%	4
Seeking Directional Information	42.9%	6
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	7.1%	1
Inquiring on No Proof of Insurance Ticket that was pd and wanting to take back gty plea and go to court		
	answered question skipped question	14 0

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	100.0%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	answered question	1
	skipped question	13

Did contact require the immediate attention of a Judge:				
Answer Options	Response Percent	Response Count		
Yes No	0.0% 100.0%	0 14		
	swered question	14		
	skipped question	0		

CONTACT BY TELEPHONE

Please En	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	23	19	13	8	13	31	16	0	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 123
· ·	nswered question	123

Did you spend more than 5 minutes with this customer?				
Answer Options	Response Percent	Response Count		
Yes No	5.8% 94.2%	7 114		
	answered question skipped question	121 2		

If yes, please enter the amount of minutes spent with this customer:				
Answer Options	Response Average	Response Total	Response Count	
Minutes	9.13	73	8	
	ans	wered question	8	
	Si	kipped question	115	

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	9.2%	11
Pro Se (Not currently a litigant)	4.2%	5
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.8%	1
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	49.2%	59
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	13.3%	16
Government Agency Staff	20.0%	24
Other Customer Type:	3.3%	4
General Information		
Stevens County Dispatch-print out of 45		
Requesting Recorder's Office #		
Person looking for HRA office		
answe	ered question	120
skip	ped question	3

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	48.3%	28
Prosecutor	39.7%	23
Public Defender	10.3%	6
Other Government Agency: County Attorney	1.7%	1
a	nswered question	58
	skipped question	65

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Probation (3) Court Administrator (12) Judge (4) OET Court of Appeals Pope County Court Adm. Stevens County Human Services	23
answered question	23
skipped question	100

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	81.3%	13
Local Police	6.3%	1
MN Highway Patrol	0.0%	0
Other (please specify)	12.5%	2
Dispatch - 3 separate calls relating to same inquiry Kandiyohi Police Dept		
answer	ed question	16
skipp	ed question	107

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is
salartad

Answer Options	Response Percent	Response Count
Check Court Records	12.6%	15
Check Court Calendar	29.4%	35
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.8%	1
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	2.5%	3
Review Court Orders or Other Documents	2.5%	3
Seeking General Court Information	9.2%	11
Seeking Directional Information	23.5%	28
Juror Inquiries	0.8%	1
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.4%	4
In-Custody	5.9%	7
Other (please specify)		
Discuss other issues - she was in another county issues relating to a 45 and ticket written looking for Court Administrator Need to discuss work related matters and matters for auto asses - 3	14 20/	17
seperate calls printing of '45 Discuss court matters Reset Hrg date - judge unavailable ITV Hook up Mini Month End Questions	14.3%	17

OFP/Harassment/Criminal Release Order Questions
calling for his law clerk
asking for Law Clerk
Subpoena Information
Provide new address for defendant
Current address for Def - paperwork came back from post office
Requesting Transcripts
Transcript Information

answered question 119
skipped question 4

If "In-Custody" was selected, please enter first an	d last name.		
Answer Options		Response Count	
Name not given Def's were released - no name given Last name was Rau		3	
	answered question		3
	skipped question	•	120

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	4.2% 95.8%	5 114
	answered question skipped question	119 4

Swift County April/May Time Study Swift County Time Study April 26, 2010 - May 7, 2010

Minutes taken today for vacation, sick leave, furlough and breaks	County Total
Vacation Time - Total Daily Minutes	2280
Sick Leave - Total Daily Minutes	90
LSS - Total Daily Minutes	1140
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	800
Lunch Break - Total Daily Minutes	1200
Total Minutes	5510
Percent of Total Daily Minutes	28.19%
Travel	
Number of staff traveled to a different county for work today.	1
Counties traveled to: Round Trip Travel Time	50
Total Minutes	50
Percent of Total Daily Minutes	0.26%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	155
Litigant - Counter Time (minutes)	540
Attorney - Number of Customers	75
Attorney - Counter Time (minutes)	290
Government Agency - Number of Customers	47
Government Agency - Counter Time (minutes)	165
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	25
Pro Se Help - Counter Time (minutes)	285
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes) Other - Number of Customers	0 53
Other - Number of Customers Other - Counter Time (minutes)	53 140
Counter Subtotal Total Minutes	1420
Counter Subtotal Percent of Total Daily Minutes	7.27%
The total number of minutes and count of individuals assisted on the phone	7.27/0
Litigant - Number of Customers	109
Litigant - Phone Time (minutes)	330
Attorney - Number of Customers	70
Attorney - Phone Time (minutes)	305
Government Agency - Number of Customers	36
Government Agency - Phone Time (minutes)	155
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	59
Pro Se Help - Phone Time (minutes)	280
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	59
Other - Phone Time (minutes)	150
Telephone Subtotal Total Minutes	1220
Telephone Subtotal Percent of Total Daily Minutes	6.24%
Total Front Office Customer Assistance Minutes	2640
Percent of Total Daily Minutes	13.51%
Back Office Staff Time	
MNICS Activities	6115
Records Management	1490
Financial Management	810
Administrative Duties	1235
Total Minutes	9650
Percent of Total Daily Minutes	49.37%
Judge/Courtroom Support	
Case Calendaring	685
Courtroom Coverage	710
Court Reporting Duties	150
BOTH Court Reporting Duties and Courtroom Coverage	150
Preparing Transcripts	0
Total Minutes	1695
Percent of Total Daily Minutes	8.67%
Total Daily Minutes	19545

Swift County September Time Study

CONTACT BY COUNTER

Please Er	nter Date)								
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contact s	0	0	0	0	8	0	0	4	11	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 23 0
	nswered question	23
	skipped question	0

Did you spend more than 5 minutes with this customer?			
Answer Options	Response Percent	Response Count	
Yes No	21.7% 78.3%	5 18	
а	nswered question skipped question	23 0	

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.00	5
ans	wered question	5
SI	kipped question	18

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type: Human Services Domestic Abuse Advocate Local newspaper employee Private Court Reporter	30.4% 21.7% 0.0% 0.0% 0.0% 8.7% 13.0% 0.0% 26.1%	7 5 0 0 0 0 2 3 0 6
Relative of Litigant 6W Corrections		
	wered question kipped question	23 0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	0.0%	0
Public Defender	100.0%	2
Other Government Agency (Please Enter the Name of agency):	0.0%	0
an	swered question	2
5	skipped question	21

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	66.7%	2	
Local Police	33.3%	1	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
answered question 3			
s	kipped question	20	

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	17.4%	4
Check Court Calendar	8.7%	2
File Papers	39.1%	9
Pay Fines	8.7%	2
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	8.7%	2
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.3%	1
Review Court Orders or Other Documents	4.3%	1
Seeking General Court Information	8.7%	2
Seeking Directional Information	4.3%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	4.3%	1
Other (please specify)	21.7%	5
Complete OFP forms		
Harassment Papers/proposed IFP status		
Dispositions for traffic & criminal cases.		
Requested to make copies		
Asked if we had any court reporter paper.		
ans	wered question	2:
Si	kipped question	

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Bernard Drivdahl, defendant.	1
answered question	1
skipped question	22

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	44.4%	4
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	11.1%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	44.4%	4
filed traffic tickets		
Ex Parte IFP Motion		
Filing of IFP paperwork		
Probation Agreements, Chemical Use, etal		
á	answered question	9
	skipped question	14

Did contact require the immediate attention of a Jud	dge:	
Answer Options	Response Percent	Response Count
Yes No	26.1% 73.9%	6 17
· · · · · · · · · · · · · · · · · · ·	answered question skipped question	23 0

CONTACT BY E-MAIL

Please Er	nter Date	•								
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contact s	0	0	0	0	1	0	0	0	1	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	2 0 0
i i	answered question skipped question	2 0

Did you spend more than 5 minutes with this customer?			
Answer Options	Response Percent	Response Count	
Yes	50.0%	1	
No	50.0%	1	
ans	swered question	2	
s	kipped question	0	

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Count	
Minutes	15.00	1	
ansı ansı	wered question	•	1
sk	kipped question	•	1

Customer Type:				
Answer Options	Response Percent	Response Count		
Litigant	0.0%	0		
Pro Se (Not currently a litigant)	0.0%	0		
Collection Agency	0.0%	0		
Guardian Ad Litem	0.0%	0		
Juror	0.0%	0		
CAMPER Inquiry	0.0%	0		
Attorney (Private, Prosecutor, Public Defender, Etc.)	50.0%	1		
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0		
Government Agency Staff	0.0%	0		
Other Customer Type:	50.0%	1		
Judge				
answered question				
Si	kipped question	0		

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private Prosecutor Public Defender Other Government Agency (Please Enter the Name of agency):	0.0% 100.0% 0.0% 0.0%	0 1 0 0
ans	swered question kipped question	1 1

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	50.0%	1
Check Court Calendar	50.0%	1
File Papers	50.0%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	0.0%	0
Seeking Directional Information	50.0%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	50.0%	1
Letting Court know the trial may have settled.		
ans	wered question	2
Si	kipped question	0

If papers were filed, for what purpose:			
Answer Options		Response Percent	Response Count
Request an Arrest Warrant		0.0%	0
Request a Search Warrant		0.0%	0
Filing of Criminal Complaint or Citation		0.0%	0
Filing of OFPs		100.0%	1
Filing of Harassments		0.0%	0
Filing of Unlawful Detainers		0.0%	0
Filing of Dissolutions		0.0%	0
Filing of Pro-Se Dissolutions		0.0%	0
Filing of Child Support Matters		0.0%	0
Filing of Forfeitures		0.0%	0
Filing of Conciliation Cases		0.0%	0
Filing of Probate (including wills)		0.0%	0
Filing of Landlord/Tenant Issues		0.0%	0
Other (please specify) Checking open criminal and CHIPS files & dates of upcoming hearings		100.0%	1
	ans	wered question	9
	s	kipped question	14

Did contact require the immediate attention of a Judge:						
Answer Options	Response Percent	Response Count				
Yes	50.0%	1				
No	50.0%	1				
ans	swered question	2				
s	kipped question	0				

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	9	0	0	9	9	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 25.9% 74.1%	0 7 20
•	answered question skipped question	27 0

Did you spend more than 5 minutes with this customer?						
Answer Options	Response Percent	Response Count				
Yes	18.5%	5				
No	81.5% aswered question	22 27				
	skipped question	0				

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	15.40	5
an	swered question	5
	skipped question	22

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

DOX 13 SCIECTEU.		
Answer Options	Response Percent	Response Count
Check Court Records	40.7%	11
Check Court Calendar	22.2%	6
File Papers	14.8%	4
Pay Fines	14.8%	4
Set up Payment Plans	3.7%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	3.7%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	11.1%	3
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	14.8%	4
Check fine amounts		
Directory Assistance - Probation		
Executions/length/next step/no longer working/disclosure		
Fine Amounts		
an	swered question	27
s	skipped question	0

If papers were filed, for what purpose: (select all that apply)						
Answer Options	Response Percent	Response Count				
Request an Arrest Warrant	0.0%	0				
Request a Search Warrant	0.0%	0				
Filing of Criminal Complaint or Citation	0.0%	0				
Filing of OFPs	75.0%	3				
Filing of Harassments	0.0%	0				
Filing of Unlawful Detainers	0.0%	0				
Filing of Dissolutions	0.0%	0				
Filing of Pro-Se Dissolutions	0.0%	0				
Filing of Child Support Matters	0.0%	0				
Filing of Forfeitures	0.0%	0				
Filing of Conciliation Cases	0.0%	0				
Filing of Probate (including wills)	0.0%	0				
Filing of Landlord/Tenant Issues	0.0%	0				
Other (please specify) Filing of IFP paperwork	25.0%	1				
ans	swered question	4				
s	kipped question	23				

Did contact require the immediate attention of a Judge:						
Answer Options	Response Percent	Response Count				
Yes No	18.5% 81.5%	5 22				
8.	nswered question skipped question	27 0				

CUSTOMER TYPE: PRO SE

Please En	ter Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	3	0	4	3	3	2

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 53.3% 46.7%	0 8 7
	answered question skipped question	15 0

Did you spend more than 5 minutes with this customer?						
Answer Options	Response Percent	Response Count				
Yes No	33.3% 66.7%	5 10				
é	nswered question skipped question	15 0				

If yes, please enter the amount of minutes spent with this customer:						
Answer Options	Response Average	Response Total	Response Count			
Minutes	14.60	73	5			
	ans	wered question	5			
	si	kipped question	10			

Customer Type: (select only one)				
Answer Options	Response Percent	Response Count		
Litigant	0.0%	0		
Pro Se (Not currently a litigant)	100.0%	15		
Collection Agency	0.0%	0		
Guardian Ad Litem	0.0%	0		
Juror	0.0%	0		
CAMPER Inquiry	0.0%	0		
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0		
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0		
Government Agency Staff	0.0%	0		
Other Customer Type:	0.0%	0		
answered question				
SI	kipped question	0		

Please specify the Attorney you worked with today:				
Answer Options	Response Percent	Response Count		
Private	0.0%	0		
Prosecutor	0.0%	0		
Public Defender	0.0%	0		
Other Government Agency (Please Enter the Name of agency):	0.0%	0		
ans	wered question	0		
Si	kipped question	15		

Please specify the Government Agency you worked with today:			
Answer Options	Response Count		
	0		
answered question	0		
skipped question	15		

Please specify the type of Law Enforcment Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff	0.0%	0		
Local Police	0.0%	0		
MN Highway Patrol	0.0%	0		
Other (please specify)	0.0%	0		
an.	swered question	0		
S	skipped question	15		

Buisness Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	13.3%	2
Check Court Calendar	13.3%	2
File Papers	13.3%	2
Pay Fines	6.7%	1
Set up Payment Plans	6.7%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	6.7%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	53.3%	8
Seeking Directional Information	6.7%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)		
Completae OFP forms		
Custody Matters w/pending Chips	26.7%	4
Harassment Papers/proposed IFP status		
Custody Papers/ROP/Child Support Papers/IFP		
ans	wered question	15
sk	ripped question	0

If "In-Custody" was selected, please enter first and last name.				
Answer Options	Response Count			
	0			
answered question	0			
skipped question	15			

If papers were filed, for what purpose: (select all that apply)				
Answer Options	Response Percent	Response Count		
Request an Arrest Warrant	0.0%	0		
Request a Search Warrant	0.0%	0		
Filing of Criminal Complaint or Citation	0.0%	0		
Filing of OFPs	100.0%	2		
Filing of Harassments	50.0%	1		
Filing of Unlawful Detainers	0.0%	0		
Filing of Dissolutions	0.0%	0		
Filing of Pro-Se Dissolutions	0.0%	0		
Filing of Child Support Matters	0.0%	0		
Filing of Forfeitures	0.0%	0		
Filing of Conciliation Cases	0.0%	0		
Filing of Probate (including wills)	0.0%	0		
Filing of Landlord/Tenant Issues	0.0%	0		
Other (please specify)	0.0%	0		
ans	swered question	2		
s	kipped question	13		

Did contact require the immediate attention of a Judge:				
Answer Options	Response Percent	Response Count		
Yes No	13.3% 86.7%	2 13		
а	nswered question skipped question	15 0		

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	8	0	0	21	21	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 50
	answered question skipped question	50 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	12.0% 88.0%	6 44
	answered question skipped question	50 0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	16.83	6
aı	nswered question	6
	skipped question	44

Customer Type:			
Answer Options		Response Percent	Response Count
Litigant		40.0%	20
Pro Se (Not currently a litigant)		8.0%	4
Collection Agency		0.0%	0
Guardian Ad Litem		0.0%	0
Juror		0.0%	0
CAMPER Inquiry		0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)		14.0%	7
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)		6.0%	3
Government Agency Staff		6.0%	3
Other Customer Type:		26.0%	13
Advocate			
Department of Revenue - Collection Division			
General Public Requesting Directory information(6) Family of Litigant (5)			
E Company of the Comp	ansv	vered question	50
	sk	ipped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	57.1%	4
Prosecutor	0.0%	0
Public Defender	42.9%	3
Other Government Agency (Please Enter the Name of agency):	0.0%	0
• , ,	answered question	7
	skipped question	43

Please specify the Government Agency you worked with today:			
Answer Options	Response Count		
Swift County Human Services	3		
answered que skipped que			

Please specify the type of Law Enforcement Officer you worked with today:				
Answer Options	Response Percent	Response Count		
Sheriff	100.0%	3		
Local Police	0.0%	0		
MN Highway Patrol	0.0%	0		
Other (please specify)	0.0%	0		
an	swered question	3		
	skipped question	47		

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	34.7%	17
Check Court Calendar	26.5%	13
File Papers	2.0%	1
Pay Fines	6.1%	3
Set up Payment Plans	4.1%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	4.1%	2
Seeking General Court Information	14.3%	7
Seeking Directional Information	8.2%	4
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	2.0%	1
Other (please specify)	28.6%	14
Call for Court Reporter (2)		
Case inquiry for certified copies		
Check fine amounts		
Check to see if fax documents came through		
Directory Assistance (3)		
Executions/length/next step/no longer working/disclosure		
Fine Amounts		
Requested information about renewing their DL		
Son used his SSN & now collections is collecting from Father		
Transfer call to co-worker		
Wrong Social Security Number added by Collection Agency		
	wered question	49
Si	kipped question	1

If papers were filed, for what purpose: (select all that apply)			
Answer Options	Response Percent	Response Count	
Request an Arrest Warrant	0.0%	0	
Request a Search Warrant	0.0%	0	
Filing of Criminal Complaint or Citation	0.0%	0	
Filing of OFPs	100.0%	1	
Filing of Harassments	100.0%	1	
Filing of Unlawful Detainers	0.0%	0	
Filing of Dissolutions	0.0%	0	
Filing of Pro-Se Dissolutions	0.0%	0	
Filing of Child Support Matters	0.0%	0	
Filing of Forfeitures	0.0%	0	
Filing of Conciliation Cases	0.0%	0	
Filing of Probate (including wills)	0.0%	0	
Filing of Landlord/Tenant Issues	0.0%	0	
Other (please specify)	0.0%	0	
a	nswered question	1	
	skipped question	49	

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	4.1% 95.9%	2 47
	answered question skipped question	49 1

Traverse County April/May Time Study Traverse County Time Study April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, or furlough	
Vacation Time - Total Daily Minutes	0
Sick Leave - Total Daily Minutes	0
LSS - Total Daily Minutes	650
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	485
Lunch Break - Total Daily Minutes	615
Total Minutes	175000.00%
Percent of Total Daily Minutes Travel	15.91%
Number of staff traveled to a different county for work today.	1
Counties traveled to:	1
Round Trip Travel Time	150
Total Minutes	150
Percent of Total Daily Minutes	1.36%
Front Office Customer Assistance	210070
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	57
Litigant - Counter Time (minutes)	200
Attorney - Number of Customers	56
Attorney - Counter Time (minutes)	230
Government Agency - Number of Customers	72
Government Agency - Counter Time (minutes)	450
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	2
Pro Se Help - Counter Time (minutes)	15
Law Library Help - Number of Customers	1
Law Library Help - Counter Time (minutes)	10
Other - Number of Customers	43
Other - Counter Time (minutes)	215
Counter Subtotal Total Minutes	1120
Counter Subtotal Percent of Total Daily Minutes	10.18%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	26
Litigant - Phone Time (minutes)	105
Attorney - Number of Customers	72
Attorney - Phone Time (minutes)	270
Government Agency - Number of Customers	38
Government Agency - Phone Time (minutes)	150
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	0
Pro Se Help - Phone Time (minutes)	0
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	58
Other - Phone Time (minutes)	195
Telephone Subtotal Total Minutes	720
Telephone Subtotal Percent of Total Daily Minutes	6.55%
Total Front Office Customer Assistance Minutes	1840
Percent of Total Daily Minutes	16.73%
Back Office Staff Time	_
MNICS Activities	3905
Records Management	510
Financial Management	435
Administrative Duties	1195
Total Minutes	6045
Percent of Total Daily Minutes	54.95%
Judge/courtroom Support	
Case Calendaring	90
Courtroom Coverage	15
Court Reporting Duties	5
BOTH Court Reporting Duties and Courtroom Coverage	1105
Preparing Transcripts	0
Total Minutes	1215
Percent of Total Daily Minutes	11.05%
Total Daily Minutes	11000

Traverse County September Time Study

CONTACT BY COUNTER

Please Ent	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	3	6	6	2	0	7	3	16	5

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 53 0
	wered question	53
S	kipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	17.0%	9
No	83.0%	44
an	swered question	53
S	skipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.67	9
	answered question	9
	skipped question	44

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type: conservator defendant (2) verify person and notarize document General (2) probation (2)	26.4% 15.1% 0.0% 0.0% 0.0% 18.9% 9.4% 13.2% 17.0%	14 8 0 0 0 10 5 7 9
	wered question kipped question	53 0

Please specify the Attorney you worked with today:					
Answer Options	Response Percent	Response Count			
Private	30.0%	3			
Prosecutor	70.0%	7			
Public Defender	0.0%	0			
Other Government Agency (Please Enter the Name of agency):	0.0%	0			
ans	wered question	10			
Si	kipped question	43			

Please specify the Government Agency you worked with today:				
Answer Options Response Count				
Social Services (6) Probation (1)	7			
answered question		7		
skipped question		46		

Please specify the type of Law Enforcement Officer you worked with today:						
Answer Options Response Percent Count						
Sheriff	100.0%	5				
Local Police	0.0%	0				
MN Highway Patrol	0.0%	0				
Other (please specify)	0.0%	0				
answered question						
S	kipped question	48				

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	1.9%	1
Check Court Calendar	1.9%	1
File Papers	32.1%	17
Pay Fines	5.7%	3
Set up Payment Plans	1.9%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	1.9%	1
Pick-up Court Orders or Other Documents	3.8%	2
Review Court Orders or Other Documents	1.9%	1
Seeking General Court Information	24.5%	13
Seeking Directional Information	3.8%	2
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.8%	2
In-Custody	9.4%	5
Other (please specify)	24.5%	13
Child Support question		
after court documents		
rights, not guilty plea, schedule hearing		
notary signature		
general info		
verify person and sign documents for filing in another		
county		
deposition information (2)		
refer to other agency		
question on complaint		
staff changes		
Subpoenas		
using public terminal		
	swered question	53
	skipped question	0

If "In-Custody" was selected, please enter first and last name.					
Answer Options	Response Count				
Kevin Randall (2) Matthew Tesch (3)	5				
answered question		5			
skipped question		48			

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant Request a Search Warrant	0.0% 0.0%	0 0
Filing of Criminal Complaint or Citation	5.9%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	11.8%	2
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	82.4%	14
Guardianship/Conservatorship (2)		
commitment		
initial court documents for hearing		
adoption		
annual report civil		
letter from defendant in jail		
criminal documents for in-custody		
juvenile		
various documents - different files		
general filing		
discharge from probation (2)		
. , ,	swered question	17
	kipped question	36

Did contact require the immediate attention of a Juc	lge:	
Answer Options	Response Percent	Response Count
Yes	7.5%	4
No	92.5%	49
a	nswered question	53
	skipped question	0

CONTACT BY E-MAIL

Please Ent	ter Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	18	11	13	6	4	0	22	10	27	8

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	119 0 0
	swered question	119
s	kipped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	4.2%	5
No	95.8%	114
ans	swered question	119
s	kipped question	0

If yes, please enter the amount of minutes spent with this customer:				
Answer Options Response Average				
Minutes	21	5		
	answered question	5		
	skipped question	114		

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type: Court Administration (66) Court Reporter (2) District Coordinator Human Resources Coordinator Judge (13) Jury Manager (3) MNCIS Trainer (4) Network Specialist State Court Administrator training	0.0% 0.0% 0.8% 0.0% 0.0% 7.6% 6.8% 6.8% 78.0%	0 0 0 1 0 0 9 8 8 92
	wered question kipped question	118 1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	55.6%	5
Prosecutor	33.3%	3
Public Defender	11.1%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
ans	swered question	9
s	kipped question	110

Please specify the Government Agency you worked with today:			
Answer Options Response Count			
Social Services	8		
answered question		8	
skipped question		111	

Please specify the type of Law Enforcement Officer you worked with today:			
Answer Options	Response Percent	Response Count	
Sheriff	100.0%	8	
Local Police	0.0%	0	
MN Highway Patrol	0.0%	0	
Other (please specify)	0.0%	0	
ans	swered question	8	
s	kipped question	111	

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	5.9%	7
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.8%	1
Review Court Orders or Other Documents	0.8%	1
Seeking General Court Information	8.5%	10
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.8%	1
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.1%	6
Other (please specify)	79.7%	94
adoption information/clarification		
appellate information		
Auto Assess (7)		
Auto Referral (7)		
CAMPER		
Change child support hearing		
Child Support		
Child Support Order		
CHIPS training (3)		
collection procedures (8)		
commitment issues (7)		
computer issues		
Conservatorship (5)		
court documents request		
Court Order		

criminal question

dissolution procedures

DOR collections

e-mail order for pending hearing

ex parte motion (2)

Fax machine issues

file information

financial procedure (2)

general office information (2)

guardianship question

Health Care Savings Plan

judge availability

jury matters

jury question

law library

looking for form on website

mini month end (2)

Motion question

needed office equipment

office equipment

papers for in-custody

Probate procedures

Procedure question

procedures update

Reschedule hearing (2)

review document

Set Child Support Hearing

Set up court date (6)

sign order

supplies

survey update

training

Transcript information (2)

Transportation of respondent

unclaimed restitution

update on jury

updated information

Work Share

answered question skipped question

118

1

If "In-Custody" was selected, please enter first and last name.			
Answer Options	Response Count		
Kevin Randall (3) Kenneth Kirk Matthew Tesch (2)	6		
answered question	6		
skipped question	113		

Did contact require the immediate attention of a Judge:			
Answer Options	Response Percent	Response Count	
Yes No	6.8% 93.2%	8 110	
	nswered question skipped question	118 1	

CUSTOMER TYPE: LITIGANT

Please Ent	ter Date									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	4	5	1	1	0	3	3	5	1

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 50.0% 50.0%	0 14 14
	swered question kipped question	28 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	17.9%	5
No	82.1%	23
ans	wered question	28
S	kipped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	7.80	5
	answered question	5
	skipped question	23

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	7.1%	2
Check Court Calendar	17.9%	5
File Papers	14.3%	4
Pay Fines	10.7%	3
Set up Payment Plans	3.6%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	3.6%	1
Review Court Orders or Other Documents	7.1%	2
Seeking General Court Information	32.1%	9
Seeking Directional Information	3.6%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.6%	1
In-Custody	10.7%	3
Other (please specify)		
After court documents		
Child Support/Custody matter	14.3%	4
Missed court date		
Updating address		
	swered question kipped question	28 0

If "In-Custody" was selected, please enter first and last name.						
Answer Options	Response Count					
Kevin Randall (2) Matthew Tesch	3					
answered que skipped que						

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	100.0%	4
Initial court documents for hearing		
Adoption		
Civil		
Criminal documents for in-custody		
an	swered question	4
	skipped question	24

Did contact require the immediate attention of a Judge	: :	
Answer Options	Response Percent	Response Count
Yes No	7.1% 92.9%	2 26
	answered question skipped question	28 0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	2	1	1	6	0	0	4	1	4	2

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 38.1% 61.9%	0 8 13
	swered question kipped question	21 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	33.3%	7
No	66.7%	14
	swered question	21
S	skipped question	0

If yes, please enter the amount of minutes spent with this customer:				
Answer Options	Response Average	Response Count		
Minutes	11.43	7		
	answered question	7		
	skipped question	14		

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	4.8%	1
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.8%	1
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	47.6%	10
Seeking Directional Information	33.3%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.8%	1
In-Custody	0.0%	0
Other (please specify)	14.3%	3
general info		
verify person and sign documents for filing in another county		
using public terminal		
	answered question	21
	skipped question	0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	21
aı	nswered question	21
	skipped question	0

CONTACT BY TELEPHONE

Please En	ter Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	17	13	11	20	11	0	16	8	15	6

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 117
	swered question skipped question	117 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	11.1%	13
No	88.9%	104
ans	swered question	117
s	kipped question	0

If yes, please enter the amount of minutes spent with this customer:					
Answer Options	Response Average	Response Count			
Minutes	8.23	13			
	answered question	13			
	skipped question	104			

Customer Type		
Answer Options	Response Percent	Response Count
Litigant	12.0%	14
Pro Se (Not currently a litigant)	11.1%	13
Collection Agency	0.0%	0
Guardian Ad Litem	1.7%	2
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	24.8%	29
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	21.4%	25
Government Agency Staff	6.8%	8
Other Customer Type:	22.2%	26
Alexandria Behavioral Health Hospital (4)		
Care Program		
Court Administration (8)		
Doctor (4)		
general (2)		
Hospital social worker		
Judge		
MNCIS Trainer		
Newspaper		
Office Systems		
Social Worker at hospital		
Unknown		
ans	swered question	117
S	kipped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	66.7%	20
Prosecutor	26.7%	8
Public Defender	3.3%	1
Other Government Agency:	3.3%	1
Staff Attorney - Family Services Unit		
ans	swered question	30
s	kipped question	87

Please specify the Government Agency you worked with today:					
Answer Options	Response Count				
Social Services (6) DHS Attorney General	8				
answered question		8			
skipped question		109			

Please specify the type of Law Enforcement Officer yo	ou worked with tod	ау:
Answer Options	Response Percent	Response Count
Sheriff Local Police	80.0% 8.0%	20 2
MN Highway Patrol	0.0%	0
Other (please specify) Dispatch (2)	12.0%	3
Brown County, SD Sheriff		
an	swered question	25
	skipped question	92

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	3.4%	4
Check Court Calendar	7.7%	9
File Papers	2.6%	3
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.9%	1
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.9%	1
Seeking General Court Information	39.3%	46
Seeking Directional Information	6.8%	8
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	2.6%	3
In-Custody	8.5%	10
Other (please specify)	32.5%	38
adoption info		
Child Support Procedures (2)		
collections/ finances (4)		
Commitment (14)		
conservatorship issues		
criminal procedure question		
CSW Client		
missed court date		
outstanding bill		
question on financial		
scheduling hearing (7)		
set up ITV (2)		
supplies		
telephone number of DOR updating address		
•	swered question	117
	skipped question	0

If "In-Custody" was selected, please enter first and last name.					
Answer Options	Response Count				
Kevin Randall (2) Kenneth Kirk Matthew Tesch (5)	8				
answered question	8				
skipped question	109				

If papers were filed, for what purpose						
Answer Options	Response Percent	Response Count				
Request an Arrest Warrant	0.0%	0				
Request a Search Warrant	0.0%	0				
Filing of Criminal Complaint or Citation	0.0%	0				
Filing of OFPs	0.0%	0				
Filing of Harassments	0.0%	0				
Filing of Unlawful Detainers	0.0%	0				
Filing of Dissolutions	0.0%	0				
Filing of Pro-Se Dissolutions	0.0%	0				
Filing of Child Support Matters	0.0%	0				
Filing of Forfeitures	0.0%	0				
Filing of Conciliation Cases	0.0%	0				
Filing of Probate (including wills)	0.0%	0				
Filing of Landlord/Tenant Issues	0.0%	0				
Other (please specify)	100.0%	3				
CHIPS						
Commitment (2)						
an	swered question	3				
	skipped question	114				

Did contact require the immediate attention of a J	udge:	
Answer Options	Response Percent	Response Count
Yes No	5.1% 94.9%	6 111
	answered question skipped question	117 0

Wilkin County April/May Time Study Wilkin County Time Study April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough, and breaks	
Vacation Time - Total Daily Minutes	2400
Sick Leave - Total Daily Minutes	2520
LSS - Total Daily Minutes	870
VUSSL - Total Daily Minutes	180
Total of AM/PM Breaks - Total Daily Minutes	555
Lunch Break - Total Daily Minutes	750
Total Minutes	7275
Percent of Total Daily Minutes	36.22%
Travel	
Number of staff travel to a different county for work today	2
Counties traveled to:	Grant Traverse
Round Trip Travel Time Total Minutes	0 N/A
Percent of Total Daily Minutes	N/A N/A
Front Office Customer Assistance	1975
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	37
Litigant - Counter Time (minutes)	95
Attorney - Number of Customers	24
Attorney - Counter Time (minutes)	95
Government Agency - Number of Customers	41
Government Agency - Number of Customers Government Agency - Counter Time (minutes)	180
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	o o
Pro Se Help - Number of Customers	61
Pro Se Help - Counter Time (minutes)	335
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	o o
Other - Number of Customers	4
Other - Counter Time (minutes)	15
Counter Subtotal Total Minutes	720
Counter Subtotal Percent of Total Daily Minutes	3.58%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	24
Litigant - Phone Time (minutes)	100
Attorney - Number of Customers	105
Attorney - Phone Time (minutes)	405
Government Agency - Number of Customers	97
Government Agency - Phone Time (minutes)	345
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	15
Pro Se Help - Number of Customers	93
Pro Se Help - Phone Time (minutes)	345
Law Library Help - Number of Customers	1
Law Library Help - Phone Time (minutes)	10
Other - Number of Customers	11
Other - Phone Time (minutes)	35
Telephone Subtotal Total Minutes	1255
Telephone Subtotal Percent of Total Daily Minutes	6.25%
Total Front Office Customer Assistance Minutes	1975
Percent of Total Daily Minutes	9.83%
Back Office Staff Time	FCCO
MNICS Activities - Total Daily Minutes	5660
Records Management - Total Daily Minutes	1055
Financial Management - Total Daily Minutes	910
Administrative Duties - Total Daily Minutes Total Minutes	2565
	10190 50.73%
Percent of Total Daily Minutes Judge/Courtroom Support	50.73%
	205
Case Calendaring - Total Daily Minutes	395
Court Page thing Duties Total Daily Minutes	0
Court Reporting Duties - Total Daily Minutes	0
BOTH Court Reporting Duties and Courtroom Coverage	240
Preparing Transcripts - Total Daily Minutes Total Minutes	10
	645 2.21%
Percent of Total Daily Minutes Total Daily Minutes	3.21% 20085
Total Daily Williates	20000

Wilkin County September Time Study

CONTACT BY COUNTER

Please Enter	Date									
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	12	0	0	8	7	0	7	13	17	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 64 0
· · · · · · · · · · · · · · · · · · ·	nswered question skipped question	64 0

Did you spend more than 5 minutes with this customer?					
Answer Options	Response Percent	Response Count			
Yes No	10.9% 89.1%	7 57			
é	answered question skipped question	64 0			

If yes, please enter the amount of minutes spent with this customer:				
Answer Options	Response Average	Response Count		
Minutes	10.86	7		
	answered question	7		
	skipped question	57		

Customer Type: (select only one)					
Answer Options	Response Percent	Response Count			
Litigant	35.9%	23			
Pro Se (Not currently a litigant)	17.2%	11			
Collection Agency	0.0%	0			
Guardian Ad Litem	0.0%	0			
Juror	0.0%	0			
CAMPER Inquiry	0.0%	0			
Attorney (Private, Prosecutor, Public Defender, Etc.)	4.7%	3			
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	14.1%	9			
Government Agency Staff	26.6%	17			
Other Customer Type: Copier Repairman	1.6%	1			
answered question 6					
SI	kipped question	0			

Please specify the Attorney you worked with today:						
Answer Options	Response Percent	Response Count				
Private Prosecutor Public Defender Other Government Agency (Please Enter the Name of agency):	100.0% 0.0% 0.0% 0.0%	3 0 0				
ans	swered question	3				
Si	kipped question	61				

Please specify the Government Agency you worked with today:					
Answer Options	Response Count				
Child Support (4) court adm MN DOC (3) Probation (3) Red Wing Corrections Officer Social Services Wilkin County Family Services - child support (3) Women's Crisis Advocate	17				
answered question skipped question	17 47				

Please specify the type of Law Enforcement Officer you worked with today:					
Answer Options	Response Percent	Response Count			
Sheriff	100.0%	9			
Local Police	0.0%	0			
MN Highway Patrol	0.0%	0			
Other (please specify)	0.0%	0			
ans	swered question	9			
s	kipped question	55			

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	7.9%	5
Check Court Calendar	9.5%	6
File Papers	30.2%	19
Pay Fines	17.5%	11
Set up Payment Plans	7.9%	5
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	3.2%	2
Review Court Orders or Other Documents	6.3%	4
Seeking General Court Information	22.2%	14
Seeking Directional Information	25.4%	16
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.8%	3
In-Custody	1.6%	1
Other (please specify)	11.1%	7
asking questions about emergency relief		
dropped off some information		
repaired copier		
use self help center (4)		
ans	swered question	63
s	kipped question	1

If "In-Custody" was selected, please enter first and last name.				
Answer Options		Response Count		
Malcolm Adams		1		
	answered question	1		
	skipped question	63		

If papers were filed, for what purpose: (select all that apply)						
Answer Options	Response Percent	Response Count				
Request an Arrest Warrant	10.5%	2				
Request a Search Warrant	0.0%	0				
Filing of Criminal Complaint or Citation	26.3%	5				
Filing of OFPs	0.0%	0				
Filing of Harassments	0.0%	0				
Filing of Unlawful Detainers	5.3%	1				
Filing of Dissolutions	0.0%	0				
Filing of Pro-Se Dissolutions	0.0%	0				
Filing of Child Support Matters	31.6%	6				
Filing of Forfeitures	0.0%	0				
Filing of Conciliation Cases	0.0%	0				
Filing of Probate (including wills)	5.3%	1				
Filing of Landlord/Tenant Issues	5.3%	1				
Other (please specify) Custody	31.6%	6				
Filing of housing paperwork						
info about Red Wing facility						
Judgment Satisfactions						
proof of insurance						
turn in bail money						
	answered questi	on 19				
	skipped questi	on 45				

Did contact require the immediate attention of a Judge:					
Answer Options	Response Percent	Response Count			
Yes	1.6%	1			
No	98.4%	62			
á	nswered question	63			
	skipped question	1			

CONTACT BY E-MAIL

Please Er	nter Date	•								
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	18	0	5	14	3	0	8	5	5	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	58 0 0
	nswered question skipped question	58 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	8.6% 91.4%	5 53
	nswered question skipped question	58 0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	16.00	5
	answered question	5
	skipped question	53

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	3.4%	2
Pro Se (Not currently a litigant)	1.7%	1
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	12.1%	7
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	24.1%	14
Government Agency Staff	48.3%	28
Other Customer Type:	10.3%	6
court administrator (3)		
Daily News and KBMW		
Judge		
Reardon office supply		
ans	wered question	58
skipped question		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	28.6%	2
Prosecutor	57.1%	4
Public Defender	14.3%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
ans	swered question	7
s	kipped question	51

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
7th Dist office Court admin (2) Douglas County Court (3) Grant Co Ct Adm (13) MN DOC - probation (3) St. Louis County Court Administration Stevens Co Ct Adm Traverse Co Ct Adm	28	

Wilkin County attorney's office	
Wilkin County Court Administration	
Wilkin County Probation	
answered question	28
skipped question	30

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	71.4%	10
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify) Wilkin County Jail (4)	28.6%	4
an	swered question	14
5	skipped question	44

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	33.3%	19
Check Court Calendar	24.6%	14
File Papers	3.5%	2
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	1.8%	1
Pick-up Court Orders or Other Documents	1.8%	1
Review Court Orders or Other Documents	8.8%	5
Seeking General Court Information	19.3%	11
Seeking Directional Information	12.3%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	7.0%	4
In-Custody	0.0%	0
Other (please specify)	43.9%	25
DWI Statute		
extension of a court date (20		
fine amount		
Information on a warrant		
Information sharing (4)		
inquiring about multiple files		
Jail List (4)		
many miscellaneous emails concerning everything from new procedures, updates, trainings, questions regarding ordering more		

office supplies, etc.
payments
policy changes and updates
Printer toner info
regarding future training requirements
regarding new procedures coming soon
regarding ordering office supplies
Senior Court Clerk
statute number and degree
warrant information (2)

answered question	57
skipped question	1

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	50.0%	1
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Discharge papers	50.0%	1
an.	answered question	
S	skipped question	56

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	5.3% 94.7%	3 54
	answered question	57
	skipped question	1

Do you have any additional comments concerning this transaction today?		
Answer Options	Response Count	
	2	
answered question		2
skipped question		56

Number	Response Date	Response Text
1	Sep 13, 2010	17 emails - One report - to save time. Too many emails to enter individually - can't keep up with entering a separate survey for every single email that comes from every person but giving the best
2	Sep 23, 2010	general info I can here.

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	13	0	10	6	4	0	3	14	11	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	3.3% 37.7% 59.0%	2 23 36
	red question ped question	61 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	13.1% 86.9%	8 53
	nswered question skipped question	61 0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.25	8
ans	wered question	8
sk	kipped question	53

Answer Options Percent Count Check Court Records 20.0% 12 Check Court Calendar 6.7% 4 File Papers 5.0% 3 Pay Fines 28.3% 17 Set up Payment Plans 13.3% 8 Refer or explain to non-jurisdictional payors to/about CPC 0.0% 0 Refer to DOR if in collection status 1.7% 1 Judgment Searches 0.0% 0 Newspaper & Radio (Check for Court News) 0.0% 0 Pick-up Court Orders or Other Documents 1.7% 1 Review Court Orders or Other Documents 6.7% 4 Seeking General Court Information 18.3% 11 Seeking Directional Information 18.3% 11 Juror Inquiries 0.0% 0 CAMPER Inquiries 0.0% 0 Copy Requests (Plain/Certified) 0.0% 0 In-Custody 0.0% 0 Other (please specify) 23.3% 14	Business Conducted		
Check Court Calendar 6.7% 4 File Papers 5.0% 3 Pay Fines 28.3% 17 Set up Payment Plans 13.3% 8 Refer or explain to non-jurisdictional payors to/about CPC 0.0% 0 Refer to DOR if in collection status 1.7% 1 Judgment Searches 0.0% 0 Newspaper & Radio (Check for Court News) 0.0% 0 Pick-up Court Orders or Other Documents 1.7% 1 Review Court Orders or Other Documents 6.7% 4 Seeking General Court Information 18.3% 11 Seeking Directional Information 18.3% 11 Juror Inquiries 0.0% 0 CAMPER Inquiries 0.0% 0 Copy Requests (Plain/Certified) 0.0% 0 In-Custody 0.0% 0 Other (please specify) 23.3% 14	Answer Options	-	Response Count
Change court date (4) Complain about an order not in her favor Dispute collections claim and wanted a transcript of the hearing Inquire about a fine (3) Needed help with the public terminal To make sure we received his payment as he mailed to incorrect address To see if she still has a warrant Use self help center	Check Court Calendar File Papers Pay Fines Set up Payment Plans Refer or explain to non-jurisdictional payors to/about CPC Refer to DOR if in collection status Judgment Searches Newspaper & Radio (Check for Court News) Pick-up Court Orders or Other Documents Review Court Orders or Other Documents Seeking General Court Information Seeking Directional Information Juror Inquiries CAMPER Inquiries Copy Requests (Plain/Certified) In-Custody Other (please specify) Asking questions about emergency relief Change court date (4) Complain about an order not in her favor Dispute collections claim and wanted a transcript of the hearing Inquire about a fine (3) Needed help with the public terminal To make sure we received his payment as he mailed to incorrect address To see if she still has a warrant	20.0% 6.7% 5.0% 28.3% 13.3% 0.0% 1.7% 0.0% 0.0% 1.7% 6.7% 18.3% 18.3% 0.0% 0.0% 0.0%	12 4 3 17 8 0 1 0 0 1 4 11 11 0 0 0
answered question skipped question			

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	33.3%	1
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	66.7%	2
proof of insurance		
Filing of housing paperwork		
answei	red question	3
skipp	ed question	58

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 60
	nswered question skipped question	60 1

CUSTOMER TYPE: PRO SE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	0	2	3	3	0	2	2	2	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	5.3% 57.9% 36.8%	1 11 7
	swered question kipped question	19 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	21.1% 78.9%	4 15
	vered question	19
ski	pped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.25	4
an	swered question	4
	skipped question	15

Business Conducted		
Answer Options	Respon se Percent	Respon se Count
Check Court Records	10.5%	2
Check Court Calendar	15.8%	3
File Papers	5.3%	1
Pay Fines	10.5%	2
Set up Payment Plans	5.3%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	5.3%	1
Review Court Orders or Other Documents	5.3%	1
Seeking General Court Information	73.7%	14
Seeking Directional Information	52.6%	10
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	15.8%	3
In-Custody	0.0%	0
Other (please specify)	10.5%	2
help with the public terminal		
referred customer to self help center		
	d question d question	19 0

If papers were filed, for what purpose: (select all that apply)					
Answer Options	Response Percent	Response Count			
Request an Arrest Warrant	0.0%	0			
Request a Search Warrant	0.0%	0			
Filing of Criminal Complaint or Citation	0.0%	0			
Filing of OFPs	0.0%	0			
Filing of Harassments	0.0%	0			
Filing of Unlawful Detainers	0.0%	0			
Filing of Dissolutions	0.0%	0			
Filing of Pro-Se Dissolutions	0.0%	0			
Filing of Child Support Matters	0.0%	0			
Filing of Forfeitures	0.0%	0			
Filing of Conciliation Cases	0.0%	0			
Filing of Probate (including wills)	0.0%	0			
Filing of Landlord/Tenant Issues	100.0%	1			
Other (please specify)	0.0%	0			
answered question					
S	kipped question	18			

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	5.3% 94.7%	1 18
	answered question skipped question	19 0

CONTACT BY TELEPHONE

Please Er	nter Date	•								
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contact s	28	0	25	21	6	0	11	17	16	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 124
	ered question ped question	124 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes No	8.9% 91.1%	11 113
	answered question skipped question	124

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.45	11
a	answered question	11
	skipped question	113

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type: Bremer Bank (2) copy machine repair people Insurance Agency Moose Lake Prison Probate distributee (2)	29.0% 5.6% 0.0% 0.0% 0.0% 29.0% 10.5% 19.4% 6.5%	36 7 0 0 0 0 36 13 24 8
	red question	124
skipp	ned question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	77.8%	28
Prosecutor	11.1%	4
Public Defender	8.3%	3
Other Government Agency County Attorney	2.8%	1
	answered question	36
	skipped question	88

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Attorney General's Office (2) Child Support Corrections - probation officer County Recorder Office Douglas County Court Administration Faribault Corrections Facility Grant Co Ct Adm MN DOC - Moose Lake prison MN DOC - probation MN DPS Moose Lake DOC North Dakota Probation (2) OtterTail County Court (3) Probation Agent Public Health Stevens County Court Traverse County Court (2) Wilkin county family services (2)	24
answered question skipped question	24 100

Please specify the type of Law Enforcement Officer you worked with today:					
Answer Options	Response Percent	Response Count			
Sheriff Local Police MN Highway Patrol Other (please specify) Dispatch Jailer	69.2% 15.4% 0.0% 15.4%	9 2 0 2			
answei	red question	13			
skipp	ed question	111			

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	27.6%	34
Check Court Calendar	17.1%	21
File Papers	2.4%	3
Pay Fines	6.5%	8
Set up Payment Plans	3.3%	4
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	1.6%	2
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	1.6%	2
Review Court Orders or Other Documents	4.9%	6
Seeking General Court Information	22.0%	27
Seeking Directional Information	17.9%	22
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.9%	6
In-Custody	3.3%	4
Other (please specify)	35.0%	43
asking to help assist a customer and transfer to our office		
bank fee's that should not have been charged to us		
Bring up additional filing fees		
calling about who to pay fines to when DOR/ collections claim has been rejected		
calling to let me know we will have an in custody in a couple of days for an		
extradition hearing but they need to go get the defendant in Wisconsin		
checking to see if someone served their jail time		
Collection agency question		
complain about an order not in her favor		
dispute collections claim and wanted a transcript of the hearing then wanted		
to argue that we were just "ripping him off" since he already paid the fines		
extension of a court date (2)		
Fees that should not have been charged to our account		
get a court date (10)		
inquire about a fine (3)		
inquiring about a court date for an eviction		
inquiring about disposition bulletin		
Inquiry regarding distribution		
issuance of a summons for a court date		
Probate closing timelines discussion		
question about costs and disbursements		
questions about filing		
regarding printer toner price comparison info		
return filings as sent in error		
set hearing (2)		
set up an appt time for coming to service our copy machine		
she will be emailing to me		

take credit card payment for copies of a probate from 1969
to make sure we received his payment as he mailed to incorrect address
to see if she still has a warrant
verify insurance
wanted to know when funds were deposited with the court
wants to appear by phone

answered question	123
skipped question	1

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
John Miller (3) Kyle Sandvik Malcom Adams juvenile C. Willis	6
answered question	6
skipped question	118

If papers were filed, for what purpose: (select all that apply)					
Answer Options	Response Percent	Response Count			
Request an Arrest Warrant	0.0%	0			
Request a Search Warrant	0.0%	0			
Filing of Criminal Complaint or Citation	0.0%	0			
Filing of OFPs	0.0%	0			
Filing of Harassments	0.0%	0			
Filing of Unlawful Detainers	0.0%	0			
Filing of Dissolutions	0.0%	0			
Filing of Pro-Se Dissolutions	0.0%	0			
Filing of Child Support Matters	25.0%	1			
Filing of Forfeitures	0.0%	0			
Filing of Conciliation Cases	0.0%	0			
Filing of Probate (including wills)	25.0%	1			
Filing of Landlord/Tenant Issues Other (please specify)	0.0%	0			
proposed order ask for change in release conditions	50.0%	2			
_	red question	4			
skipp	ed question	120			

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	3.3% 96.7%	4 119
	ered question pped question	123 1

Yellow Medicine County April/May Time Study Yellow Medicine County Time Study April 26, 2010 - May 7, 2010

Vacation Time - Total Daily Minutes 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		County Total
sick keave - Total Daily Minutes 0 VJSS1 - Total Daily Minutes 0 rotal of AM/PM Breaks - Total Daily Minutes 375 cotal finances 915 total Minutes 4710 revent of Total Daily Minutes 26.659% revent Verent of Total Daily Minutes verent of Total Daily Minutes 280 cold Minutes 280 rotal Minutes 280 rotal Minutes 280 rotal Minutes 1.59% rotal Minutes 1.59% rotal Minutes 1.59% rotal Minutes 1.59% rotal Daily Minutes 1.59% rotal Graph of Customers and Count of Individuals seen at the counter 1.59% ritigant - Counter Time (minutes) 570 kttorney - Number of Customers 1.6 verement Agency - Number of Customers 1.8 verement Agency - Counter Time (minutes) 1.6 collection Agency - Number of Customers 1.6 collection Agency - Counter Time (minutes) 0 vol Se Help - Number of Customers 0	Minutes taken today for vacation, sick leave, furlough and breaks	
SS- Total Daily Minutes 1170 UXSL- Total Daily Minutes 10 clotal of AM/PM Breaks - Total Daily Minutes 10 day PM Breaks - T	•	
AUSSL - Total Daily Minutes 10 cotal of AM/PM Breaks - Total Daily Minutes 21 anch Break - Total Daily Minutes 22 anch Break - Total Daily Minutes 23 anch Break - Total Daily Minutes 25 anch Break - Total Daily Minutes 26 anch Break - Total Daily Minutes 27 anch Break - Total Daily Minutes 28 anch Break - Total Daily Minutes 28 anch Break - Total Daily Minutes 29 anch Break - Total Daily Minutes 29 anch Break - Total Daily Minutes 29 anch Break - Total Daily Minutes 20 anch Break - Total Daily Minutes 21 anch Break - Total Daily Minutes 22 anch Break - Total Daily Minutes 23 anch Break - Total Daily Minutes 24 anch Break - Total Daily Minutes 25 anch Break - Total Daily Minutes 26 anch Break - Total Daily Minutes 27 anch Break - Total Daily Minutes 28 anch Break - Total Daily Minutes 29 anch Break - Total Daily Minutes 20 and Break - Total Daily Minutes 20 and Break - Total Daily Minutes 21 and Break - Total Daily Minutes 25 anch Break - Total Daily Minutes 26 anch Break - Total Daily Minutes 27 anch Break - Total Daily Minutes 28 anch Break - Total Daily Minutes 29 anch Break - Total Daily Minutes 20 anch Break - Total Daily Minutes 20 anch Break - Total Daily Minutes 21 anch Break - Total Daily Minutes 21 anch Break - Total Daily Minutes 22 and Break - Total Daily Minutes 23 anch Break - Total Daily Minutes 24 anch Break - Total Daily Minutes 25 ancernment Agency - Number of Customers 26 anch Break - Total Daily Minutes 27 anch Break - Total Daily Minutes 28 anch Break - Total Daily Minutes 29 anch Break - Total Daily Minutes 20 anch Break - Total Daily Minutes 20 anch Break - Total Daily Minutes 21 an	•	
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unch Break - Total Daily Minutes Percent of Staff traveled to a different county for work today. January Minutes J	•	
rotal Minutes reverent of Total Daily Minutes reverent of Staff traveled to a different county for work today. Journal of Staff traveled to a different county for work today. Journal of Staff traveled to a different county for work today. Journal of Tip Travel Time Z80 Percent of Total Daily Minutes Z80 Liggant - Number of Gustomers Z81 Liggant - Counter Time (minutes) Z80 Littorney - Number of Customers Z80 Littorney - Counter Time (minutes) Z80 Littorney - Number of Customers Z80 Littorney - Number of Littorney Z80 Littorney - Number of Litt	·	
Percent of Total Daily Minutes Travel Number of staff traveled to a different county for work today. A 280 Total Minutes Percent of Total Daily Minutes 1.59% Total Minutes 280 Percent of Total Daily Minutes 1.59% Total Customer Assistance It total number of minutes and count of individuals seen at the counter It igant - Number of Customers 101 101 101 101 101 101 101 101 101 10		
Mumber of Staff traveled to a different county for work today. A counties traveled to: Sound Trip Travel Time Z80 Total Minutes Percent of Total Daily Minutes Percent of Total Daily Minutes Total Officer Sustomer Assistance The total number of minutes and count of individuals seen at the counter Itigant - Number of Customers Litigant - Counter Time (minutes) Sovernment Agency - Number of Customers A 88 Rattorney - Number of Customers Sovernment Agency - Counter Time (minutes) Sovernment Agency - Counter Time (minutes) Sovernment Agency - Number of Customers O collection Agency - Counter Time (minutes) Dither - Number of Customers O counter Subtotal Total Minutes Dither - Counter Time (minutes) Dither - Number of Customers A 1200 Counter Subtotal Total Minutes Dither - Counter Time (minutes) Dither Lotal Customers A 250 Subtorney - Number of International Customers A 36 National Percent of Total Daily Minutes The total number of minutes and count of individuals assisted on the phone Dither - Number of Customers A 36 National Percent of Total Daily Minutes Total Customers A 36 National Percent of Total Daily Minutes Dither - Number of Customers O collection Agency - Number of Customer		
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Total Minutes 280 Percent of Total Daily Minutes 1.59% Percent of Total Daily Minutes 2.59% Percent of Total Daily Minutes 3.59% Percent of Total Daily Minutes	Counties traveled to:	
Percent of Total Daily Minutes Front Office Customer Assistance Fine total number of minutes and count of individuals seen at the counter Litigant - Number of Customers Litigant - Vounter Time (minutes) Litigant - Counter Time (minutes) Litigant - Pone Litigant	Round Trip Travel Time	280
Trent Office Customer Assistance The total number of minutes and count of individuals seen at the counter Itigant - Number of Customers Itigant - Counter Time (minutes) Itigant - Counter Time (minutes) Itigant - Counter Time (minutes) Itigant - Number of Customers Itigant - N	Total Minutes	280
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18	·	
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Collection Agency - Counter Time (minutes) Oro Se Help - Number of Customers 16 Oro Se Help - Counter Time (minutes) 255 aw Library Help - Number of Customers O aw Library Help - Counter Time (minutes) O there - Number of Customers O there - Counter Time (minutes) O there - Counter Time (minutes) O there - Counter Time (minutes) O the Counter Subtotal Total Minutes Counter Subtotal Total Minutes Counter Subtotal Percent of Total Daily Minutes fit gant - Number of Customers Itigant - Winder of Customer of Customer of Customer of Cust		
Pro Se Help - Number of Customers Pro Se Help - Counter Time (minutes) As Wibrary Help - Number of Customers As Wibrary Help - Counter Time (minutes) Dither - Number of Customers As Wibrary Help - Counter Time (minutes) Dither - Counter Subtotal Total Minutes Dither - Counter Subtotal Total Minutes Dither - Counter Subtotal Total Minutes Dither - Counter Subtotal Percent of Total Daily Minutes District Counter Subtotal Percent of Total Daily Minutes District Phone Time (minutes) District Phone Time (minut	- ·	
Pro Se Help - Counter Time (minutes) aw Library Help - Number of Customers aw Library Help - Counter Time (minutes) Other - Number of Customers 4 Dither - Counter Time (minutes) Counter Subtotal Total Minutes 1200 Counter Subtotal Total Minutes 1200 Counter Subtotal Total Minutes 6.80% The total number of minutes and count of individuals assisted on the phone litigant - Number of Customers 132 ditigant - Phone Time (minutes) 615 Attorney - Number of Customers 140 Sovernment Agency - Number of Customers 25 Sovernment Agency - Phone Time (minutes) 190 Sovernment Agency - Phone Time (minutes) 190 Collection Agency - Number of Customers 0 collection Agency - Number of Customers 10 collection Agency - Number of Customers 240 240 240 240 240 240 240 24		
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Collection Agency - Number of Customers Collection Agency - Phone Time (minutes) Collection Agency - Phone Time (minutes) Cro Se Help - Number of Customers Cro Se Help - Number of Customers Cro Se Help - Number of Customers Cro Se Help - Phone Time (minutes) Cr	•	150
Pro Se Help - Number of Customers Pro Se Help - Phone Time (minutes) Pro Se Help - Phone Time (minutes) Pro Se Help - Number of Customers Pro Se Help - Number of Customers Pro Se Help - Phone Time (minutes) Pro Se Help - Number of Customers	Collection Agency - Number of Customers	0
Pro Se Help - Phone Time (minutes) Law Library Help - Number of Customers Law Library Help - Phone Time (minutes) Other - Number of Customers Dither - Phone Time (minutes) Tother - Phone Time (minutes) Total Forthall Daily Minutes Total Management - Total Daily Minutes Total Minutes Total Minutes Total Minutes Total Daily Minutes Total Total Daily Minutes Total Court Reporting Duties and Courtroom Coverage Total Minutes Total Minutes Total Court Reporting Duties and Courtroom Coverage Total Minutes Total Minutes Total Minutes Total Daily Minutes and Courtroom Coverage Total Minutes Total Minutes Total Daily Minutes and Courtroom Coverage Total Minutes Total Minutes Total Minutes Total Daily Minutes and Courtroom Coverage Total Minutes Total Minutes Total Daily Minutes Total Minutes Total Minutes Total Daily Minutes Total Daily Minutes Total Minutes Total Daily Minutes Tot	Collection Agency - Phone Time (minutes)	0
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Auw Library Help - Phone Time (minutes) Other - Number of Customers 10 Other - Phone Time (minutes) Felephone Subtotal Total Minutes Felephone Subtotal Total Minutes Total Front Office Customer Assistance Minutes Forcent of Total Daily Minutes Total Front Office Customer Assistance Minutes Forcent of Total Daily Minutes Total Front Office Customer Assistance Minutes Forcent of Total Daily Minutes Total Courties - Total Daily Minutes Total Daily Minutes Total Management - Total Daily Minutes Total Management - Total Daily Minutes Total Minutes Total Minutes Total Minutes Total Daily Minutes Total Courtroom Support Total Courtroom Coverage Total Minutes Total Courtroom Coverage Total Minutes Total Courtroom Coverage Total Minutes Total Courtroom Total Daily Minutes And Courtroom Coverage Total Minutes Total Minutes Total Minutes Total Daily Minutes And Courtroom Coverage Total Minutes Tota	Pro Se Help - Phone Time (minutes)	240
Dether - Number of Customers 10 Dether - Phone Time (minutes) 50 Telephone Subtotal Total Minutes 1245 Telephone Subtotal Percent of Total Daily Minutes 7.05% Total Front Office Customer Assistance Minutes 13.85% Detect of Total Daily Minutes 13.85% Back Office Staff Time MINICS Activities - Total Daily Minutes 3220 Financial Management - Total Daily Minutes 3220 Financial Management - Total Daily Minutes 330 Administrative Duties - Total Daily Minutes 31520 Total Minutes 9405 Percent of Total Daily Minutes 53.29% Detect of Total Daily Minutes 110 Court Reporting Duties 110 Court Reporting Duties 350 Detect of Total Court Reporting Duties and Courtroom Coverage 350 Detect of Total Minutes 810 Detect of Total Daily Minutes 940 Detect of Total Daily Minutes 950 Detect of Tota	aw Library Help - Number of Customers	0
Telephone Subtotal Total Minutes Telephone Subtotal Total Minutes Total Front Office Customer Assistance Minutes Total Front Office Customer Assistance Minutes Total Front Office Staff Time MINICS Activities - Total Daily Minutes MINICS Activities - Total Daily Minutes Records Management - Total Daily Minutes Recor	aw Library Help - Phone Time (minutes)	0
Telephone Subtotal Total Minutes Total Front Office Customer Assistance Minutes Total Daily Minutes Total Management - Total Daily Minutes Total Management - Total Daily Minutes Total Minutes Total Daily Minutes Total Minutes Total Daily Minutes Total Courtroom Support Total Court Reporting Duties Total Minutes Total Court Reporting Duties and Courtroom Coverage Total Minutes Total Minutes Total Minutes Total Daily Minutes	Other - Number of Customers	10
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Records Management - Total Daily Minutes Financial Minut		2025
Financial Management - Total Daily Minutes Administrative Duties - Total Daily Minutes For I Minutes Percent of Total Daily Minutes Sase Calendaring Courtroom Coverage Court Reporting Duties OOTH Court Reporting Duties and Courtroom Coverage Perparing Transcripts Oortool Minutes Percent of Total Daily Minutes 810 Percent of Total Daily Minutes 84.59%	·	
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Percent of Total Daily Minutes 53.29% udge/Courtroom Support Case Calendaring 110 Courtroom Coverage 220 Court Reporting Duties 130 BOTH Court Reporting Duties and Courtroom Coverage 350 Preparing Transcripts 0 Total Minutes 810 Percent of Total Daily Minutes 4.59%	·	
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Preparing Transcripts 0 Fotal Minutes 810 Percent of Total Daily Minutes 4.59%	· -	
Fotal Minutes 810 Percent of Total Daily Minutes 4.59%		
Percent of Total Daily Minutes 4.59%		

Yellow Medicine County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Dat	e									
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	2	2	0	5

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 100.0% 0.0%	0 9 0
á	nswered question skipped question	9

Did you spend more than 5 minutes with this customer?				
Answer Options	Response Percent	Response Count		
Yes No	33.3% 66.7%	3 6		
	skipped question	9		

If yes, please enter the amount of minutes spent with this customer:				
Answer Options	Response Average	Response Count		
Minutes	17.5	2		
	answered question	2		
	skipped question	7		

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant) Collection Agency Guardian Ad Litem	50.0% 0.0% 0.0% 0.0%	4 0 0 0
Juror CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0% 0.0% 0.0% 25.0%	0 0 0 2
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.) Government Agency Staff Other Customer Type:	12.5% 0.0% 12.5%	1 0 1
General Public answ	vered question ipped question	8

Please specify the Attorney you worked with today:					
Answer Options	Response Percent	Response Count			
Private Prosecutor Public Defender Other Government Agency (Please Enter the Name of agency):	0.0% 100.0% 0.0% 0.0%	0 2 0 0			
	wered question kipped question	2			

Please specify the type of Law Enforcement Officer you worked with today:						
Answer Options Response Response Percent Count						
Sheriff	100.0%	1				
Local Police	0.0%	0				
MN Highway Patrol	0.0%	0				
Other (please specify)	0.0%	0				
an	swered question	1				
	skipped question	8				

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	25.0%	2
Check Court Calendar	25.0%	2
File Papers	12.5%	1
Pay Fines	37.5%	3
Set up Payment Plans	25.0%	2
Refer or explain to non-jurisdictional payors to/about CPC	25.0%	2
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	12.5%	1
Review Court Orders or Other Documents	12.5%	1
Seeking General Court Information	37.5%	3
Seeking Directional Information	50.0%	4
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	25.0%	2
re passports - directed her to Co Recorder		
pre-case fine payment.		
ansv	vered question	8
sk	pped question	1

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	100.0%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
, , , , , , , , , , , , , , , , , , , ,	answered question	1
	skipped question	8

Did contact require the immediate attention of a Judge:				
Answer Options	Response Percent	Response Count		
Yes No	0.0% 100.0%	0 8		
	answered question skipped question	8		

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	2	2	0	0

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	100.0% 0.0% 0.0%	4 0 0
	ered question oped question	4 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	100.0%	4
No	0.0%	0
answ	ered question	4
skip	pped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.50	4
	answered question	4
	skipped question	0

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant Pro Se (Not currently a litigant)	0.0% 0.0% 0.0%	0 0 0
Collection Agency Guardian Ad Litem Juror	0.0% 0.0%	0
CAMPER Inquiry Attorney (Private, Prosecutor, Public Defender, Etc.) Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0% 50.0% 0.0%	0 2 0
Government Agency Staff Other Customer Type: Probation Agent	25.0% 10.0%	1 1
an	swered question skipped question	4 0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	2
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
an	swered question	2
	skipped question	2

Please specify the Government Agency you worked w	vith today:
Answer Options	Response Count
MNCIS - submit a ticket	1
answered question	1
skipped question	3

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	75.0%	3
Check Court Calendar	25.0%	1
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	0.0%	0
Seeking Directional Information	75.0%	3
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify) MNCIS Help	25.0%	1
ans	wered question	4
SI	kipped question	0

Did contact require the immediate attention of a Judg	e:	
Answer Options	Response Percent	Response Count
Yes	25.0%	1
No	75.0%	3
an.	swered question	4
5	skipped question	0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	5	5	0	6

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 25.0% 75.0%	0 4 12
ans	swered question	16

Did you spend more than 5 minutes with this custome	er?	
Answer Options	Response Percent	Response Count
Yes	31.3%	5
No	68.8%	11
an	swered question	16
	skipped question	0

If yes, please enter the amount of minutes spent with this customer:				
Answer Options Response Response Average Cou				
Minutes	17.80	5		
	answered question	5		
	skipped question	11		

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	50.0%	8
Check Court Calendar	18.8%	3
File Papers	0.0%	0
Pay Fines	37.5%	6
Set up Payment Plans	31.3%	5
Refer or explain to non-jurisdictional payors to/about CPC	25.0%	4
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	6.3%	1
Review Court Orders or Other Documents	6.3%	1
Seeking General Court Information	43.8%	7
Seeking Directional Information	31.3%	5
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	6.3%	1
Other (please specify)	25.0%	4
Explain re no proof of ins chg		
fine payment		
AMI file review		
pre-case fine payment.		
	rered question	16
skij	pped question	0

If "In-Custody" was selected, please enter first and la	ast name.		
Answer Options		Response Count	
Lance Odegard		1	
·	answered question		1
	skipped question		15

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 16
	answered question skipped question	16

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	2	1	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	3
answ	rered question	3
ski	pped question	0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	3
	ered question	3
skip	pped question	0

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	33.3%	1
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	100.0%	3
Seeking Directional Information	100.0%	3
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	66.7%	2
New DWI - not rec'd by court yet		
Wanted pro se adoption forms and legal advice.		
	vered question	3
	ipped question	0
SKI	ppeu quesuon	U

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 3
	answered question skipped question	3 0

CONTACT BY PHONE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	1	0	0	0	0	0	12	16	0	5

Contact		
Answer Options	Response Percent	Response Count
Email At the Counter By Telephone	0.0% 0.0% 100.0%	0 0 34
	ered question pped question	34 0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	32.4%	11
No	67.6%	23
answe	ered question	34
skip	pped question	0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.09	11
a	nswered question	11
	skipped question	23

Customer Type: (select only one)						
Answer Options	Response Percent	Response Count				
Litigant	36.4%	12				
Pro Se (Not currently a litigant)	9.1%	3				
Collection Agency	0.0%	0				
Guardian Ad Litem	0.0%	0				
Juror	0.0%	0				
CAMPER Inquiry	0.0%	0				
Attorney (Private, Prosecutor, Public Defender, Etc.)	30.3%	10				
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	6.1%	2				
Government Agency Staff	3.0%	1				
Other Customer Type:	15.2%	5				
asking for telephone info of other office						
interested party						
Newspaper						
Probation office						
seeking file information						
	wered question	33				
	kipped question	1				

Please specify the Attorney you worked with today:							
Answer Options	Response Percent	Response Count					
Private Prosecutor Public Defender Other Government Agency (Please Enter the Name of agency):	60.0% 40.0% 0.0% 0.0%	6 4 0 0					
	wered question kipped question	10 24					

Please specify the Government Agency you worked with today:						
Answer Options Response Count						
Judicial Branch - training coordinator	1					
answered question		1				
skipped question		33				

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	50.0%	1
Local Police	50.0%	1
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
ans	swered question	2
s	kipped question	32

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	45.5%	15
Check Court Calendar	12.1%	4
File Papers	3.0%	1
Pay Fines	12.1%	4
Set up Payment Plans	9.1%	3
Refer or explain to non-jurisdictional payors to/about CPC	6.1%	2
Refer to DOR if in collection status	3.0%	1
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	3.0%	1
Pick-up Court Orders or Other Documents	3.0%	1
Review Court Orders or Other Documents	3.0%	1
Seeking General Court Information	36.4%	12
Seeking Directional Information	36.4%	12
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	6.1%	2
Other (please specify)	42.4%	14
AMI file review		
asking to talk to other court staff		
call confirming that a case was settled and jury trial wouldn't be needed. Checking on status of motion hearing to be set - involving ITV w/ MCF- Faribault.		
checking status of document filing		
Explain re no proof of ins chg Gathering more information for Court on hearing requested by Defense attorney, background, etc.		
General public asking for office phone number		
New DWI - not rec'd by court yet		
re fine payment		
Re: Source Code information		
requesting to schedule a telephone conference with Court regarding a possible plea agreement.		
telephone training/clarification of procedures		

Wanted pro se adoption forms and legal advice.		
	answered question	33
	skipped question	1

If "In-Custody" was selected, please enter first and last name.		
Answer Options	Response Count	
Andrew Madden Lance Odegard	2	
answered question	7 2	
skipped question	7 32	

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	100.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
а	nswered question	1
	skipped question	33

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes No	0.0% 100.0%	0 33
	answered question	33
	skipped question	1

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	2.7%	2
No	97.3%	73
aı	nswered question	75
	skipped question	1